

VOLUNTEER SERVICES COORDINATOR

We are currently seeking a **Volunteer Services Coordinator** to join our team in **Dallas, Texas**.

Be the heart behind our volunteer community! The Volunteer Services Coordinator we need is the kind of person who genuinely enjoys helping others, staying organized, and making sure no detail falls through the cracks. You're often the person friends, coworkers, and family rely on because you're dependable, thoughtful, and naturally service oriented. You enjoy building relationships, communicating with people, and creating positive experiences that make others feel welcomed, informed, and appreciated.

As our Volunteer Services Coordinator, you'll serve as a key connection point for hundreds of volunteers across our chapter. You'll build meaningful connections as you welcome new volunteers, guide them through onboarding and training, and connect them to our mission so they feel informed, supported, and valued. Behind the scenes, you'll use your organizational skills and attention to detail to keep processes running smoothly and create an exceptional volunteer experience from application to engagement.

In this role. No two days are exactly alike, but every day is centered on people. One morning you may be welcoming new volunteer applicants and helping them through the onboarding process. Later you could be coordinating volunteers for an upcoming event, updating volunteer records, creating communications for the volunteer newsletter, or helping recognize volunteers for their incredible contributions. Throughout the day you'll build relationships, answer questions, solve problems, and make sure volunteers feel connected, appreciated, and empowered to make a difference.

If you enjoy staying organized, communicating with people, and helping others succeed, you'll find this role both rewarding and fulfilling.

You're going to love it at Make-A-Wish North Texas. We're a team of passionate relationship-builders, ambitious dreamers, and mission-driven achievers who believe every wish begins with people who care. Here, you'll play an important role in supporting the volunteers who help bring hope, strength, and joy to children facing critical illnesses.

Who We Are:

Make-A-Wish North Texas - Since 1980, Make-A-Wish has been creating life-changing wish experiences for children with critical illnesses around the world. Research shows wishes can have a positive impact on a child's emotional and physical well-being, helping replace fear with confidence, sadness with joy, and anxiety with hope. A wish doesn't just transform the life of a child, it creates lasting impact for families, supporters, and entire communities.

Make-A-Wish North Texas is 100% locally funded and serves 161 counties across the state of Texas, including Dallas, Fort Worth, El Paso, Amarillo, Lubbock, Midland/Odessa, and the surrounding areas. Since our chapter's founding in 1982, we have granted over 14,000 wishes. To learn more about us, visit <https://wish.org/ntx>.

Our Mission:

Together, we create life-changing wishes for children with critical illnesses.

How We Work:

We understand we have the responsibility—and privilege—of meeting families at the hardest moment of their lives and offering something luminous in return: hope. We're more than a nonprofit, we're a community



united by the belief that hope has the power to transform lives and we are guided by our cultural values of Freedom & Responsibility, Community, Unwavering Commitment, Fearless Curiosity, and Celebration. We believe in assuming positive intent, listening to understand, embracing every voice, communicating transparently, and having fun while making a meaningful impact together.

What you'll do:

- Processes all volunteer applications and ensures process meets all compliance and performance standards.
- Initiates appropriate background checks for new and current volunteers.
- Maintains integrity of volunteer data within Salesforce and the company drive, ensuring proper entry and notes/actions are recorded for each volunteer.
- Works closely with community groups to identify and recruit diverse volunteer prospects, particularly bilingual wish granters.
- Facilitates volunteer information sessions & wish granter training with Senior Coordinator
- Maintains consistent communication with the volunteer base.
- Maintains content updates for volunteer portal (WishNet).
- Supports staff in creation and production of volunteer reports.
- Maintain working knowledge of national policies, guidelines, and resources as they relate to the referral process and medical outreach.
- Fills requests for internal and external events as requested by fundraising and outreach staff.
- Support with recruitment, on-boarding and off-boarding of semester interns.
- Work with Volunteer Services Senior Coordinator to oversee recognition of all volunteers.

Our Perfect Candidate

Education and Experience:

- Associate's degree or related equivalent experience
- 1-3 years related work in a detail-oriented position
- Prior volunteer services experience preferred
- Bilingual English/Spanish preferred

Company Offers:

- Competitive salary commensurate with experience and education
- Comprehensive benefits package available: *healthcare, vision, dental, disability and life insurances; 401k company match; paid time off and holidays*

If you love people as much as you love solving problems, thrive on managing complexity, and believe the smallest details can create the biggest impact, we encourage you to apply.

To apply please complete the survey and attach your resume here:

We are an Equal Opportunity Employer!

