



**Make-A-Wish® Metro New York and Western New York
MANAGER, WISH ASSISTS**

Name:	
Job Title: Manager, Wish Assists	Location: Lake Success/Manhattan Office
Reports to: Senior Director, Wish Granting	
Supervisory Responsibilities: Provide oversight/supervision of Wish Assist Program in collaboration with Senior Director of Wish Granting. Shared oversight and supervision of office volunteers.	
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt

Reporting Structure:

The Manager, Wish Assists reports directly to the Senior Director, Wish Granting.

General Summary:

The Manager, Wish Assists is primarily responsible for management of the Wish Assist Program. He/she also has the added responsibility of working with the Wish Granting Management Team to guide, mentor and assist in the direction of Wish Coordinators.

This role must adhere to the policies, guidelines and procedures established by the National Office and local Make-A-Wish chapter. Charged with building and maintaining relationships with community partners, medical professionals and wish families. Must be fiscally responsible by managing budgets, overseeing volunteers and college interns, and obtaining in-kind donations to offset final cash expense.

Act as a member of the team in supporting coworkers and supervisors in accomplishing the Chapter objectives.

Incumbents may be required to perform job-related tasks other than those specifically presented in this description.

Principle Accountabilities:

- Review and process new assists to ensure all necessary information is received and database records are created.
- Coordinate all specific aspects involved with the wish and assists, including but not limited to: transportation, accommodations, services, activities, medical equipment, volunteer assistance and itineraries.
- Monitor progress of each wish and assist and ensure they proceed in a timely manner.
- Maintain an accounting of expenditures, in-kind donations, and reimbursements.
- Update and keep current wish database and equivalent paper files on each child to ensure compliance with National Standards of Use and Chapter guidelines.



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- Responsible for resource raising specifically related to wish-granting program.
 1. Maximize the amount of in-kind donations.
 2. Work closely with volunteers to support in-kind donation procurement.
 3. Develop relationships with vendors who may provide ongoing donated products or services.
 4. Utilize available resources provided by the National office and through local development efforts.
- Assist, as necessary, to define wish, and clarify process with volunteers and wish families.
- Follow all procedures required for closing a wish assist upon completion.
- Conduct the Wish Assist Training programs in conjunction with Volunteer Resources.
- Manage the relationship between Make-A-Wish Foundation of Metro New York and Western New York and all other Make-A-Wish chapters and international affiliates for wish assists.
- Work with staff from Make-A-Wish America to coordinate national celebrity wish assists, relationships with national partners and communications/publicity on assists.
- Develop vendor relationships and act as the Foundation liaison for local sports teams and celebrities.
- Participate as a productive member of the team at staff meetings.
- Keep abreast of National policies, guidelines and resources as they relate to the wish-granting program.
- Assist with development of Wish Granting department budget and goals.
- Work to ensure consistency within the department and between regions.
- Implement and provide necessary changes and training throughout the department.
- Available for 24-hour/day, 365 days/year emergency calls.
- Supervise office volunteers, interns and wish assist program volunteers
- Communicate with Foundation Development staff to procure donations of in-kind for wish assists and for events, providing potential contacts for guest lists.
- Work with Foundation Marketing and Communications staff on publicity and media pieces for wish assists.
- Assist in interviews for new employees and interns.
- Assist in conducting new employee orientation.
- Represent the Foundation at events and/or trainings as requested.
- Perform additional duties and special projects as assigned. This includes but is not limited to, specific database reporting, national reporting, participation on National platforms, initiatives, and Chapter initiatives.



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Essential Skills and Abilities:

- Ability to manage multiple projects simultaneously and achieve objectives.
- Strong database and Microsoft Office experience.
- Strong interpersonal, verbal/written and communication skills; building and sustaining productive long-term relationships.
- Demonstrated ability in crisis communication and reflective listening techniques.
- Excellent customer service skills.
- Strong problem solving and decision making abilities.
- Detail-oriented and well organized.
- Able to successfully work in a collaborative, team-oriented organization.
- Ability to motivate and support a diverse constituency in a team-oriented atmosphere.
- Some travel necessary through two territories; additional travel may arise on an as needed basis.
- Commitment to and a passion for the mission of the Make-A-Wish Foundation.

Qualifications:

- BA/BS or equivalent combination of education and work experience
- 1-3 years' experience in program management preferred.
- Working knowledge of Child Development and childhood illnesses & treatments a plus.

Physical Demands:

The physical demands and work environment listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.

- **Physical Demands:** While performing this job employees may occasionally be required to talk, stand or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear. Employees may drive a motor vehicle and may be required to travel during business hours and overnight. Person must also be able to move/lift up to 20 pounds.
- **Work Environment:** While performing this job employee is exposed to weather prevalent at the time with varying noise levels.



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Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All staff may be required to perform duties outside of their normal responsibilities as needed. The employee is expected to adhere to all company policies.

How to Apply

Please email a resume and cover letter with salary requirements to info@metrony.wish.org by **Wednesday, October 18, 2017**. Applications without a cover letter will not be considered.