



**Make-A-Wish® Metro New York and Western New York**  
**LOGISTICS COORDINATOR**

<b>Job title:</b> Logistics Coordinator	<b>Location:</b> Lake Success/New York City, NY
<b>Reports to:</b> Logistics Manager	
<b>Supervisory Responsibilities:</b> N/A	
<b>Type of position:</b>	
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

**Reporting Structure:**

The Logistics Coordinator reports directly to the Logistics Manager who reports to the Senior Director, Wish Granting.

**General Summary:**

The **Logistics Coordinator** is responsible for coordinating the process of granting impactful wishes to eligible children. This includes planning, logistics, scheduling, researching opportunities, adhering to deadlines, liaising with vendors, communicating with families and children, interacting with volunteers and stakeholders. Coaching volunteers and interpreting policies and guidelines. Works with oversight and guidance from the Sr. Director of Wish Granting.

**Principle Accountabilities:**

- Coordinate the process of service delivery
  1. Coordinate all specific aspects involved with the logistics of the wish, including but not limited to: transportation, accommodations, supportive services, requests for information, medical equipment, liability forms, and itineraries.
  2. Research all options for delivering services and products in the most cost-effective, qualitative and creative manner.
    - a. Utilize available resources provided by the National office and through local development efforts for discounts and in-kind.
    - b. Develop relationships with vendors who may provide ongoing donated products or services.
  3. Update and keep current the Raiser’s Edge database and equivalent paper files on each child to ensure compliance with National Standards and Chapter guidelines.
  4. Liaise with vendors (i.e. Give Kids the World for Disney World wishes) and constituents (i.e. volunteer corps, medical community) involved in the wish-granting process.
  5. Build and maintain relationships with volunteers to ensure open dialogue and compliance with National Performance Standards and chapter-wide policies and guidelines.



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6. Provide case management communicating with health care professionals; volunteers and family members to ensure each service plan proceeds in the best interest of the child.
7. Keep abreast of National policies, guidelines and resources as they relate to the wish-granting program.
8. Participate as a productive member of the team at department/staff meetings.
9. Available to be on call on a rotating basis, to handle child/family emergencies.
10. In conjunction with the Volunteer Resources department, assist in the facilitation of training for new volunteers.
11. Represent the Foundation at events and or trainings when requested.
12. Work on special projects as needed.

**Essential Skills and Abilities:**

- Detail-oriented, well organized, and able to work within deadlines.
- Ability to manage multiple projects simultaneously and achieve objectives.
- Ability to work within teams.
- Database and Microsoft Office experience.
- Strong interpersonal and verbal/written communication skills; building and sustaining productive long-term relationships.
- Team-oriented and able to successfully work in a collaborative organization.
- Ability to motivate and support a diverse constituency.
- Commitment to and a passion for the mission of the Make-A-Wish Foundation.
- Ability to travel on an as needed basis.

**Qualifications:**

- BA/BS or equivalent combination of education and work experience.
- 1-3 years of work experience in Case Management, Health Care, or Project Management preferred.

**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.



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***How to Apply***

Please email a resume and cover letter with salary requirements to [info@metrony.wish.org](mailto:info@metrony.wish.org) by **Wednesday, December 6, 2017**. Applications without a cover letter will not be considered.