

JOB/POSITION TITLE:

Wish Manager

Reports to:

Director of Mission Delivery

Classification:

Full-time; Exempt

POSITION SUMMARY:

The Wish Manager assists the Mission Delivery Department in fulfilling its mission of creating life-changing wishes for children with critical illnesses. This position is responsible for continuous process improvement, overseeing initiatives and strategies for wishes and supporting a team of Wish Coordinators while ensuring wishes are within the policies and procedures established by Make-A-Wish® America and Make-A-Wish Wisconsin.

MAJOR RESPONSIBILITIES

- Manage an individual caseload of wishes and ensure wishes proceed in a timely manner. For travel wishes, responsible for: transportation, accommodations, assisting destination chapters, medical equipment, liability forms, itineraries and any other details necessary for the proper execution of the wish. For non-travel wishes, responsible for: purchasing, organizing and implementing all facets of the wish in a timely and cost-effective manner.
 - Supervise and support assigned wish granting volunteers throughout the wish process.
 - For each wish, establish budget and ensure fiscal responsibility while maintaining proper and up to date data entry and information throughout wish process (Raiser's Edge and Salesforce programs software).
 - Maintain that each assigned wish has all required forms completed and on file per Make-A-Wish America.
- Keep abreast of all National and local policies, procedures, Performance Standards, guidelines and resources as they relate to the wish granting program. Escalate any wish that raises policy issues or questions or that has the potential to become a risk to the chapter and involves the Director when needed.
- Able to plan any/all wish types and provide assistance to Wish Coordinators regarding wish types as needed.
- Assist Director of Mission Delivery with day-to-day wish granting operations as directed.
- Responsible for the training and onboarding of new Wish Coordinators.
- Advise Wish Coordinators on challenging wish situations and escalate to Director of Mission Delivery as needed.
- Implements improvement initiatives for the wish granting program.
- Specialize in assigned wish categories to ensure a quality wish experience for every child served. Research, develop and maintain relationships with vendors in wish specialty area in an effort to affordably grant wishes to qualified children. Maintain close communication with wish granters, wish families and medical referral sources to ensure an orderly, magical wish that is in the best interest of the child.
- Serve as a wish granter with rush wishes and in unusual family situations. Support Development and Communication Departments as needed with the Chapter newsletter, special events, assisting with wish family involvement, etc. Assist in selecting certain wish children for participation in special events.
- Write/mail in-kind thank you letters and wish family correspondence as needed. Represent Make-A-Wish Wisconsin responsibly and professionally.
- Perform all other duties as assigned.

QUALIFICATIONS

- A commitment to and passion for the work of the Make-A-Wish Foundation. Bachelor of Arts or Science Degree required. Previous non-profit experience required, including work with children and families. Volunteer and fundraising experience helpful.
- Must have 2-4 years program management experience. Candidate must demonstrate ability to have difficult conversations and resilience to overcome new and ever-changing obstacles.
- Must be computer literate (Microsoft Word, Microsoft Excel) and Raiser's Edge experience desired.
- Self-motivated, creative problem-solving team player who is a detail-oriented professional with high level organizational and interpersonal skills. Ability to prioritize and manage multiple responsibilities with minimal supervision is essential.
- Public speaking experience helpful. Spanish-speaking individual strongly preferred.
- Excellent communication and customer service skills. Ability to interact with diverse groups and work successfully in a collaborative, team-oriented organization is essential.
- Must have reliable transportation and be willing to work evening and weekend hours as needed.

Salary is competitive and based upon qualifications. Comprehensive benefits package included.

Submit cover letter, resume and salary requirements to: info@wisconsin.wish.org by Friday, October 9th.

Subject Line should read "Wish Manager"

NO PHONE CALLS PLEASE! Only candidates selected for interview will be contacted