

**Make-A-Wish[®] North Dakota
Program Services Internship Description**

Mission: *Together, we create life changing wishes for children with critical illnesses.*

Purpose of Internship: The intern will support the Program Services department of Make-A-Wish[®] North Dakota in wish activities and projects and provide general assistance and office support.

Responsibilities include, but are not limited to the following:

- Organize/label wish files and folders
- Review, critique, create and mail wish itineraries, travel bags and Komfy Kozys
- Coordinate with outside vendors for wishes as requested; limo, hotel, etc.
- Assist in research when needed for wishes; Airbnb, International destinations, etc.
- Prepare and mail initial wish meeting “ice-breaker” gift packages and wish granter paperwork
- Prepare and mail Box of Sunshine or Feeling Blue boxes
- Track items in database software when needed
- Check and save wish pictures as received
- Assist with volunteer/referral source recognition
- Manage birthday card process to wish kids, volunteers and board members
- Communicate with staff of upcoming wishes and wish events utilizing Outlook
- Prepare and send out closing wish paperwork to families when the wish is completed
- Scan closed wish files and file physical folder for record retention
- Assist with Wish Family Engagement events as needed
- Create wish experience photobooks
- Conduct informational interviews with internal team
- Complete a 5-10-minute presentation at the end of internship recapping experience
- Other duties as assigned

Qualifying Skills:

- Excellent written and oral communication skills
- Ease and comfort dealing with individuals over the phone and in person
- Good organizational skills
- Detail oriented
- Ability to handle multiple tasks
- Preferred, two years of college completed in human development and family science, social work, psychology, or a related field
- Experience with Microsoft Office preferred (Outlook, Excel, Word and PowerPoint)

Time Requirement:

- Minimum of 10 hours per week
- Maximum of 20 hours per week
- Commitment of entire semester (spring, summer or fall)

To apply for this position, please email a completed application along with your cover letter and resume to: info@northdakota.wish.org

All internships at Make-A-Wish North Dakota are unpaid.