

Bilingual Wish Manager

Title: Bilingual Wish Manager

Department: Mission Delivery

Reports To: Chief Program Officer

Position Grade: Full-time; Exempt

Salary: \$38,000/year

SUMMARY JOB DESCRIPTION

This position works closely with the Mission Delivery team to successfully design and coordinate the wish experience for our wish children. The Wish Manager is responsible for creating a memorable, unique experience for each child while upholding and operating within the policies and procedures established by Make-A-Wish® America and Make-A-Wish® Eastern North Carolina. The Wish Manager works closely with all members of Chapter staff, volunteers, and donors to leverage resources and create a positive wish experience. Additionally, this position supports internal and external events and may be assigned other duties as required.

MAJOR RESPONSIBILITIES:

- Design, coordinate and plan all specific aspects involved with all types of wishes. This includes, but is not limited to, the following: 1) schedule, reserve and purchase transportation, accommodations, necessary medical equipment and other services; 2) work with other chapters or the National office to plan celebrity, sports, or destination wishes; 3) serve as the manager for assisting chapter requests; 4) manage the installation and purchase of other "to have" items; 5) ensure that all necessary forms are in place; 6) develop wish budgets, sneak peeks and itineraries; 7) handle the gathering and distribution of wish funds; 8) document all expenditures to financially reconcile the total costs of granted wishes.
- Monitor progress of each wish and ensure that each wish proceeds within the time frame established by the Chapter.
- Update and input all appropriate information into the Chapter's database systems.
- Maintain electronic files, ensuring that all paperwork is gathered and stored within the appropriate folder before the wish is fulfilled.
- Research and establish a budget for each wish utilizing in-kind goods and services when appropriate. Ensure all budget and expense forms track in-kind donations and cash expenditures appropriately throughout the course of the wish.
- Solicit in-kind donations for all wishes from local vendors.
- Properly close out wish files in a timely manner to ensure compliance with accounting procedures and National guidelines.
- Recognize and thank donors and community members who assisted in the completion of a wish in a timely manner.
- Share responsibility with other Wish Managers for the chapter's emergency after hours contact system.
- Work closely with chapter leadership to identify and resolve issues affecting wish children, wish families and the Chapter.
- Communicate with health care professionals, volunteers and family members to ensure each wish proceeds in the best interest of the child.
- Support and assist wish granting volunteers involved in the wish process. Respond to all wish granter related inquiries in a timely manner.
- Support Chapter events, including participating in wish parties, fundraising events, and other events as needed or requested.

JOB SKILLS AND ESSENTIAL FUNCTIONS:

- Requires ability to use a computer with specific skills in all Microsoft Office Suite Programs, internet navigation and social media.
- Requires ability to work with Blackbaud/Raiser's Edge/Salesforce database system.
- Requires ability to manage and prioritize multiple tasks efficiently and effectively.
- Requires proficient organizational skills.
- Requires ability to work independently and with team and volunteer members.
- Must have a professional demeanor and excellent customer service skills.
- Must have good oral and written communication skills.
- Requires a compassionate and empathetic nature.
- Requires a commitment to and a passion for the mission of Make-A-Wish.

QUALIFICATIONS:

- BA/BS or equivalent combination of education and work.
 - Ability to speak Spanish required
 - Exceptionally high level of attention to detail; high degree of patience and professionalism.
 - Proven ability to work with diverse groups of people within and outside of the organization, positively and effectively interacting with all levels of management, staff and volunteers.
 - Ability to successfully work in a collaborative, team-oriented organization.
 - Ability to manage and prioritize multiple tasks efficiently.
 - Ability to interact with all levels of personnel, handle sensitive information professionally, and maintain strict confidentiality.
 - Excellent oral and written communication and customer service skills.
 - Ability to troubleshoot and make sound decisions in response to rapidly changing situations.
 - Available to work during Chapter office hours (8:30am – 5:00pm; Monday - Friday) as well as occasional nights and weekends to assist with wishes and events.
 - Ability to be on-call to provide 24-hour support to wish families in an emergency situation.
- Make-A-Wish Eastern North Carolina is proud to be an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We seek to recruit, develop, retain the most talented people from a diverse candidate pool.

ORGANIZATION NAME:**Make-A-Wish Eastern Carolina****CAREER LEVEL:**

Entry-level

SALARY RANGE:

\$38,000

JOB TYPE:

Full Time

LOCATION:

Triangle Area NC

COUNTY:

Wake County

ORGANIZATION TYPE:

Nonprofit

CATEGORY:

Program(s) (/taxonomy/term/41)

HOW TO APPLY:Please send resume and optional cover letter to jparker@eastnc.wish.org (mailto:jparker@eastnc.wish.org).**SALARY AND BENEFITS:**

Generous benefits and PTO package.

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Tel: 919-790-1555

Member Assistance: Ext. 220

Membership Information: Ext. 100

Contact Us (/form/contact-form)

North Carolina Center for Nonprofits

P. O. Box 98475

Raleigh, NC 27624-8475

Directions

(<https://www.google.com/maps/place/5800+Faringdon+Pl,+Raleigh,+NC+27609/@35.8616333,-78.623044,17z/data=!3m1!4b1!4m5!3m4!1s0x89ac58502520dce7:0xc7978.6208553>)



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