

WISH MANAGER

Who We Are:

Make-A-Wish North Texas - Since 1980, Make-A-Wish® has been creating life-changing wish experiences for children with critical illnesses around the world. Wishes have proven physical and emotional benefits that can give children with critical illnesses a higher chance of survival. When a wish is granted, a child replaces fear with confidence, sadness with joy and anxiety with hope. Wishes even reunite families and enrich entire communities. Every eligible child needs a wish to count on! *To learn more about us, please visit us at <https://www.wish.org/ntx>.*

About the Role:

The Wish Manager is responsible for the management of wishes from the time the child is qualified for Make-A-Wish until the child's wish is granted. The Wish Manager collaborates with other staff, volunteers, vendors and community supporters to create an overall wish experience through which children and families build resilience and experience healing.

What you'll do:

As a new Wish Manager, you'll support and be assigned to one of the following areas:

Welcome/Onboarding: Major Responsibilities

- Manages a portfolio of wishes and their movement through the initial stages of the wish pipeline prior to assignment activity
- Responsible for initial welcome and onboarding communications to include wish journey & timeline expectation review
- Responsible for engagement activities throughout the wish journey to maintain connection with wish families.
- Provides support for rush wishes / wish emergencies as required
- Other duties as assigned

Relationship: Major Responsibilities

- Manages a portfolio of wishes and their movement through the wish pipeline
- Partners with families and volunteers to discover each child's wish and understand the why behind the choice
- Communicates regularly with wish families and volunteers to ensure alignment and satisfaction of expectations
- Maintains and closes out wish files in accordance with local and national policies
- Provides support for rush wishes / wish emergencies as required
- Manages wishes that are currently on loss of contact or elective hold
- Other duties as assigned

Logistics: Major Responsibilities

- Arranges travel, lodging, nursing care and medical equipment as needed for wish trips, ensuring safety, quality and cost standards are met
- Researches and secures resources for non-travel wishes
- Builds and maintains in-kind donor and vendor relationships
- Liaises with health care providers to obtain medical approval for wishes
- Develops and manages budgets, resources, and project plans for each wish





- Prepares and sends wish materials including paperwork letters, brochures and itineraries
- Enters wish information into databases and monitors quality
- Assists with wish file organization and monthly closeout
- Provides support for rush wishes / wish emergencies as required
- Other duties as assigned

Our Perfect Candidate

Education and Experience:

- Bachelor's degree or higher
- 2-4 years related work experience
- Spanish fluency preferred

Required Abilities and Skills:

- Shares the values of Make-A-Wish®: integrity, child focus, excellence, community, and inspiration.
- Demonstrates core competencies valued at Make-A-Wish North Texas: commitment to mission, quality of work, quantity of work, adaptability, use of work time, ability to work well with others, communication, dependability, professionalism, attendance/punctuality.
- Excellent project management skills with strong attention to details and deadlines
- Solid problem solving and decision-making abilities
- Strong relationship building skills
- Strong customer service skills
- Ability to work effectively as part of a team, especially with volunteers
- Excellent verbal and written communication skills
- Proficiency in all components of Microsoft Office Suite
- Knowledge of Blackbaud's Raiser's Edge or other CRM software (preferred)

Company Offers:

- Competitive salary commensurate with experience and education
- Comprehensive benefits package available: (healthcare, vision, dental and life insurances; 401k company match; paid time off and holidays)

To Apply:

Please submit your cover letter with salary requirements, and resume to hr@ntx.wish.org

We are an Equal Opportunity Employer!

