

JOB TITLE Wish Specialist	REPORTS TO Director of Mission Delivery	DATE REVISED/UPDATED March 11, 2024
POSITION TYPE Full-time, non-exempt	LOCATION East Syracuse, NY	TRAVEL REQUIRED Yes, minimal

Position Summary

Reporting to and collaborating closely with the Director of Mission Delivery and other team members, the Wish Specialist's purpose is to ensure quality and timely wish delivery. This is achieved by effective use of organizational resources, national resources, and information systems to deliver wish experiences of the highest quality to every medically eligible wish child within the chapter territory.

Duties and Responsibilities

WISH EXECUTION

- Manage wish granting process from Wish Determined through completion
- Manage electronic wish files and equivalent paper files on each wish from Determined forward. Maintain thorough information on wishes, wish related resources, volunteer issues, wish financials, and vendors.
- Function as the liaison to GKTW, the celebrity coordinator, the airlines, the national office on wish related activity, and for out-of-territory and assist requests
- Oversee all aspects of each wish including scheduling, budgeting and delivering of the wishes
- Initiates "Letters of Understanding" for wishes that require such correspondence
- Oversees development of all itineraries and limo transportation requests
- Tracks the progress of wishes and the attendant paperwork
- Maintains and closes all wish files (may be delegated)
- Maintains positive relationships and regular contact with Wish Granting volunteers keeping them apprised of wish status, coaching, and supporting their progress, and requesting regular updates on wishes in progress
- In cooperation with the Manager of Volunteers & Community Outreach assists in providing continuing education and training for Wish Granting volunteers, through written communications, meetings, and training sessions
- Maintains/uses established relationships at the national office for wish purposes
- Keeps up to date on information from MAWA, and together with Manager of Volunteers & Community Outreach distributes it as appropriate to volunteers
- Keeps Mission Delivery Director informed of any "wishues" that arise

GENERAL DUTIES

- Participates as a productive
- Provides support and reports in preparation for Wish Policy Committee as directed and/or needed by the Mission Delivery Director
- Keeps up to date and communicates National policy updates and changes to the Mission Delivery Director
- Elevates wishes to the Mission Delivery Director for wishes exceeding cost or liability beyond scope of authority
- Assists in proposals to amend policy changes as needed

- Completes all necessary MAWA and Chapter monthly and quarterly reporting
- Maintains wish related MAWA FACTS files and resources and disseminates the information accordingly
- Works with other committees and teammates as requested
- Accepts other responsibilities delegated by the Mission Delivery Director

General Authority

Work within the budgeted amount for scope of program responsibility. Solicit donations and services for the program when appropriate. Represent the Foundation

Knowledge, Abilities and Desired Qualifications

- BA/BS or equivalent of education and /or work experience
- Minimum 3 years of experience as mid-level manager, or equivalent experience managing people
- Meticulous concern for detail/budget/deadlines
- Demonstrated experience in management with strong organizational skills
- Demonstrated skills in written and oral communication
- Demonstrated proficiency with Microsoft Suite of office products, skill in using basic electronic tools like word processing, a database, spreadsheets, and electronic communications, web applications and various desktop publishing programs
- Salesforce proficiency is a plus
- Creative, initiative-taker with demonstrated ability to work as part of a team
- Ability to motivate and collaborate with volunteers
- Genuine, non-judgmental concern for families and children
- Ability to manage delicate situations with low stress, emotional maturity, tact, and sensitivity
- Ability to multi-task under pressure with interruptions

Expectations

- Excellent understanding of Foundation policies and procedures especially in program area
- Participate fully as part of the professional team
- Take an active role in the growth of the Foundation
- Take initiative for personal and professional growth & development
- Commit to open and honest communication with team members

Other

Professional appearance and demeanor, aptitude for working with computers, customer service orientation, ability to manage many projects simultaneously. Must have a valid driver's license.

Job requires travel throughout the fifteen-county region and some travel for national training opportunities.

The position requires carrying a pager – a shared responsibility in the mission delivery/program department.

Note: Make-A-Wish Central New York reserves the right to amend this job description as operational needs dictate.

We respect and ensure equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity, sexual orientation, disability, perceived disability, and other legally protected characteristics