



Make-A-Wish® Metro New York and Western New York

MISSION DELIVERY INTERN

Name:	
Job Title: Mission Delivery Intern	Location: Hybrid
Reports to: Wish Granting & Mission Support	
Supervisory Responsibilities: None	
Type of position:	
<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt

Position Overview:

The Mission Delivery Intern will provide support to the Wish Granting team and/or the Mission Support team as needed for children at different stages of their Wish Journey.

- Work with the **Wish Granting team** will focus on coordinating the process of granting a wish. This can include but not limited to transportation, accommodations, services, liability forms, paperwork, letters and itineraries.
- Work with the **Mission Support team** will focus on referrals, eligibility and volunteer engagement. This can include building relationships with medical partners and processing wish clearances. It can also include managing volunteer files, matching volunteers to wish kids and communication to families and volunteers.

This role is instrumental in working with internal and external constituents in an effort to achieve the overarching goal of granting wishes to every eligible child. Ideally, this person will attend our Wish Granting training and participate on a minimum of one wish assignment.

Essential Job Functions:

- Make phone calls or communicate by e-mail to share updates with, or gather information from, wish families, volunteers and/or medical partners.
- Document all interactions in Salesforce database and relevant excel sheets.
- Accurately update digital records on children and volunteers to ensure compliance with National Standards and Chapter guidelines.
- Research options for delivering wishes in the most cost-effective and quality manner.
- Support with mailings and drafting of letters.



Make-A-Wish® Metro New York and Western New York

MISSION DELIVERY INTERN

- Provide volunteer engagement & recognition through surveys, newsletter and other recognition.
- Work on special projects as needed.
- Administrative tasks such as data entry
- Must be comfortable and confident communicating over the phone. Ideal for applicants pursuing a degree in Human Resources, Public Administration, Non-Profits or other related fields. All majors are welcome.
- Commitment to and a passion for the work of Make-A-Wish
- Attend and/or assist with special events and community events

Minimum Qualifications:

- Strong verbal and written communication skills.
- Oral and written bilingual (English/Spanish) skills a plus.
- Manage multiple tasks effectively and achieve objectives.
- Solid team player who provides stellar customer service in a professional and pleasant manner.
- Ability to appropriately handle confidential staff, donor and volunteer information.
- Familiarity with Microsoft Office tools including MS Teams.
- Reliable and professional while completing tasks remotely

Program Expectations:

- Improve interpersonal and professional skillset
- Learn to effectively multi-task.
- Gain a deep understanding of the non-profit sector.
- Provide a short end-of-term presentation for staff members and other interns on your experience and what you learned during your internship.
- Must satisfy a minimum requirement of 100 hours per semester.

Physical Requirements / Work Environment:

- Must be at least 18 years of age.
- Must be able to sit and/or stand for long periods of time and work on a computer for extended periods.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- Must use personal computer/laptop and have good internet connection and reliability.



Make-A-Wish® Metro New York and Western New York

MISSION DELIVERY INTERN

- Must use personal phone to conduct phone calls to volunteers and families with access to google voice for number privacy.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All interns may be required to perform duties outside of their normal responsibilities as needed. The intern is expected to adhere to all company policies.

How to Apply

Please fill out our [online application](#). *Please note only applications submitted through the Formstack link will be considered for this position.*