

Wish Specialist I

Name:

Job Title: **Wish Specialist I**

Location: **STL**

Reports to: **Wish Manager**

Supervisory Responsibilities: **N/A**

Type of position:

Full-time Part-time Intern

Overtime Exempt

Salary Overtime-Eligible

Position Summary

This position is responsible for the coordination, planning and execution of the wish experience within the policies and procedures established by the Nation office and the local Make-A-Wish chapter. Ensures accuracy, cost-effectiveness and timeliness standards are maintained for all wish arrangements. Position may be required to perform other job-related tasks in addition to those specifically presented in this description.

Essential Job Functions

Wish Management

- Manage wish granting process from initial assignment to completion.
- Specialize in assigned wish categories to ensure a quality wish experience for every child served.
- Provide excellent customer service and communication.
- Develop strong relationships with vendors statewide to secure in-kind donations for wishes.
- Communicate with healthcare professionals, volunteers, and family members to ensure each wish proceeds in the best interest of the child.
- Ensure that all wishes are assigned, implemented, and evaluated in a systematic and cost-efficient manner.
- Provide a 24-hour emergency contact for wish families.
- Maintain working knowledge of national policies, chapter policy guidelines and resources as they relate to the wish-granting program.
- Support Development and Communication Departments as needed with wish family involvement.
- Perform other duties as assigned.

Financial Management

- Authority to make daily financial decisions regarding wish budgets up to \$8000.00.
- Generate a proposed budget for each wish assignment. Monitor wishes to ensure that all wish costs are

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kept within said budget.

- Approve all expenses related to wish and authorize cash expenditures.

Data Management

- Ensure all files are up-to-date in Wish & Volunteer System/Salesforce as well as electronic filing system.

Essential Skills and Abilities: The following are the core competencies required by this position:

Team Building: Builds trust at all levels of the organization through a balance of character, competence, and connectedness. Assumes best intentions by colleagues. Invests in, challenges, and actively coaches the team and helps develop the individual and full team potential. Communicates proactively, giving real-time and formal feedback. Actively listens and asks probing questions.

Results-driven: Balances vision with execution. Develops smart strategies, written plans, and adjusts accordingly. Keeps a sharp focus and is action-orientated themselves. Has a clear understanding of what needs to be accomplished and actively supports their team, including helping clarify, simplify, and prioritize.

Accountability: Takes active ownership of their department and KPI's outcomes. Holds their team and others accountable. Gives real-time feedback and asks clarifying questions. Is unafraid to address and resolve challenging situations that impede progress. Insists on excellence at all levels.

Emotional Intelligence: Navigates people and situations effectively to achieve the best possible outcomes. Communicates effectively and clearly with others. Manages conflict productively. Responds proportionately. Has appropriate situational and strong self-awareness. Open to feedback, keeps things in perspective and strives for self-improvement.

Problem-Solving: Is a proactive vs. reactive problem-solver. Uses smart problem-solving techniques and collaborates with other teams and departments. Displays concentrated attention and does not stop until the problem is solved.

Cultivating Innovation: Has the courage to embrace innovation and challenges the status quo. Willing to take meaningful risks and gives team permission to make mistakes to encourage growth. Freely praises and rewards displays of innovation by a member of their team.

Qualifications

- Bachelor's degree in human service field or equivalent combination of education and work experience.
- Minimum 3+ years of professional work experience.
- Experience in non-profit &/or social services field preferred.
- Experience with Salesforce preferred.
- An eye for attention to detail
- Excellent time management skills & highly organized
- Excellent written & verbal communication skills
- Excellent customer service skills
- Ability to respond to rapidly changing situations



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Physical Demands

While performing this job, employees may be required to talk, stand, or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear. Employees may drive a motor vehicle and may be required to travel during non and traditional business hours. Person must also be able to move/lift to 20 pounds. While performing this job employee is exposed to weather prevalent at the time with varying noise levels. Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.

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 personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Employee Signature

Date

Manager Signature

Date