



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

**WISH ASSIST INTERN**

<b>Name:</b>	
<b>Job Title:</b> Wish Assist Intern	<b>Location:</b> Manhattan/Remote
<b>Reports to:</b> Wish Assist Manager	
<b>Supervisory Responsibilities:</b> None	
<b>Type of position:</b> <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 Wish Assist department handles all wishes involving travel to New York City. This can range from a wish to see a Broadway show to a child wishing to meet the New York Yankees. This role will involve assistance in planning the entire wish experience for each child we receive. We typically grant over 200 wishes per year, and we're looking for someone who is high-energy and carries an extremely positive attitude!

**Essential Job Functions:**

- Assist in the planning and follow up for wishes involving children wanting to visit New York City.
- Assist in travel arrangements for the families including but not limited to hotel reservations, airport transfers, limo reservations, and activity requests.
- Communicate with volunteers and other Make-A-Wish chapters regarding needs for each wish child.
- Input data into Raisers Edge for each incoming wish child.
- Create and distribute itineraries unique to each wish child.
- Coordinate wish assist escorts for wish children.
- Assist in the invoicing process for each completed wish.
- Research restaurants, hotels, and activities that can make each wish as special as possible.

**Minimum Qualifications:**

- Strong verbal and written communication skills.
- Ability to build strong relationships, initiate action, adjust to change, and persuade at all levels.
- Manage multiple tasks effectively and achieve objectives.
- Solid team player who provides stellar customer service in a professional and pleasant manner.



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- Ability to appropriately handle confidential staff, donor and volunteer information.
- Proficient in all Microsoft Office tools including Word, Excel, PowerPoint and Teams.
- Ability to learn proprietary systems and tools quickly.
- Create compelling fact-based presentation in conclusion of internship.

#### **Program Expectations:**

- Improve interpersonal and professional skillset
- Learn to effectively multi-task.
- Learn to work well with others (both staff members and other interns).
- Gain a deep understanding of what the non-profit sector is all about.
- Be able to reflect both critically and constructively on your work as an intern for Make-A-Wish.
- 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

#### **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.

#### **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 staff may be required to perform duties outside of their normal responsibilities as needed. The employee 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.***