



## Mission Delivery Internship Opportunity

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The mission of Make-A-Wish® is to create life-changing wishes for children with critical illness. This internship is a meaningful opportunity to share in the power of a child's wish come true, while gaining relevant professional experience at one of the leading Make-A-Wish chapters in the country.

The Mission Delivery intern(s) provide support within the three critical phases of the wish journey: Welcome, Wish Discovery, and Wish Creation. The Mission Delivery team provide wish services to and for our wish children and their families, medical professional outreach, and volunteers.

### **BASIC TASKS INCLUDE, BUT ARE NOT LIMITED TO:**

#### Welcome:

- Provide support to the Intake Coordinator with the daily tasks associated with Medical Outreach.
- Assist in the overall intake and eligibility procedures, including acquiring and processing required paperwork from medical professionals.
- Assist with communicating with medical professionals.
- Assist with the proper data entry into our database (Salesforce) for potential wish kids.
- Provide additional medical outreach support when needed.

#### Wish Discovery:

- Shadow and provide support on Wish Discovery visits for a wish child and family in-person at the castle, or virtually on a video call platform.
- Provide support at Volunteer training events.

#### Wish Creation:

- Provide support to the Wish Granting team with daily tasks associated with wish granting which include creating itineraries, proper data entry related to a wish into our database (Salesforce), and updating other materials related to a wish.
- Conduct budget research by calling companies for quotes.
- Assist with wish requests, wish mailings, financial reconciliations, in-kind documentation, etc.
- Solicit in-kind donations from vendors.
- Assist with the proper data entry related to a wish (travel information, family information, etc.) into our database (Salesforce).

#### General:

- Assist with answering phones for the organization as needed.
- Support the retrieval and processing of Mission Delivery mail.
- Assist with the inventory of wish materials.
- Conduct tours of the Samuel & Josephine Wishing Place, if needed.
- Represent Make-A-Wish New Jersey at annual events as a liaison and support figure for wish families who are in attendance.
- Adhere to all Make-A-Wish® America performance standards and Make-A-Wish® New Jersey policies and procedures.

## REQUIREMENTS:

- Must be enrolled in an accredited college or university.
- Possess superior interpersonal skills, with the ability to deliver exceptional customer service to a diverse group of constituents.
- Excellent organization, communication (verbal and written) and administrative skills; knowledge of standard office protocols and behaviors.
- Ability to successfully work in, motivate, and support a collaborative, team-oriented organization.
- Ability to manage multiple projects simultaneously and achieve objectives with a sense of urgency.
- Proficient working knowledge of Microsoft Office suite.
- Self-Starter with attention to detail.
- Maintain sensitivity and confidentiality of all information received, especially of families being served by the Foundation; personal integrity is essential.
- Flexibility with hours for night/weekend planned events.
- Must pass background check, if accepted for this internship.

## DETAILS:

- This position will be located at our office in Monroe Township, New Jersey.
- The internship will be a minimum of two days per week, up to 16 hours per week.
- This internship is an unpaid position.

***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.***

***Please email cover letter and resume to [internship@nj.wish.org](mailto:internship@nj.wish.org) specifying this opportunity in the subject line, the semester you are interested in and if college credit will be received. No phone calls please.***