



Job title: Associate, Wish Design	Location: New York City, NY (Hybrid)
Reports to: Director, Wish Logistics	
Supervisory Responsibilities: N/A	
Salary Range: \$55,000 - \$57,000	
Type of position: Full time, non-exempt	

Reporting Structure:

The Associate, Wish Design reports directly to the Director, Wish Logistics.

General Summary:

The **Associate, Wish Design** is responsible for coordinating the process of granting impactful wishes to eligible children. This includes planning, logistic details, scheduling, researching wish options and pricing, identifying in-kind opportunities and donations, adhering to deadlines, liaising with teammates and vendors, interacting with volunteers and stakeholders, coaching volunteers, communication with wish families and wish children and interpreting policies and guidelines. This role also entails special projects and deep vendor cultivations. Works with oversight and guidance from Director, Wish Logistics.

Principle Accountabilities:

Coordinate the process of mission related service delivery:

1. Coordinate all specific aspects involved with the logistics of the wish, including but not limited to: transportation, accommodations, supportive services, requests for information, medical equipment, liability forms, purchasing and itineraries.
2. Manage the wish process from wish concept approval through the granting of the wish
3. Manage a robust caseload in a fast-paced environment while maintaining efficiency and quality
4. Schedule wishes in accordance with the targeted number of wishes for the respective role; goals set by the Design Director and the Chief Mission Officer.
5. Communicate and interact with wish children/families during the wish journey.
6. Research all options for delivering services and products in the most cost effective, qualitative and creative manner.
 - a. Utilize available resources provided by the National office and through local development efforts for discounts and in-kind.
 - b. Develop relationships with vendors who may provide ongoing donated products or services.



7. Update and keep current the Salesforce database (Wish and Volunteer Center) and equivalent digital files on each child to ensure compliance with National Standards and Chapter guidelines. Ensures accurate and meticulous data entry for all interactions with wish families and constituents, maintaining comprehensive records within the wish database.
8. Creating wish budgets and adhering to local wish budget guidance and policies. Update and keep current budget forms, digital financial files, medical forms and invoices for each child.
9. Liaise with vendors (i.e. limo companies, medical equipment rental companies, travel agencies, etc.) and constituents (i.e. volunteers, medical community) involved in the wish granting process.
10. Build and maintain relationships with volunteers to ensure open dialogue and compliance with National Performance Standards and chapter-wide policies and guidelines.
11. Serve as main point of contact for all wish families, volunteers and vendors in the wish granting process
12. Possess a working knowledge or willingness to learn and navigate medical terminology and equipment relevant to wish planning and coordination.
13. Work on Special Projects across the organization, such as milestones throughout wish journey, expanding our DEI efforts by identifying and cultivating Women- and Minority-Owned Businesses, collaborating on projects with our Brand and Development teams, among others
14. Provides coaching and feedback to Wish Granting volunteers as they support the wish granting process through communication with the family
15. Communicate with health care professionals, volunteers and family members to ensure that the wish is in the best interest of the child.
16. Keep abreast of National and local policies, guidelines, and resources as they relate to the wish granting program.
17. Prepare reports on vendor relations, opportunities for deeper engagement and in-kind tracking along with vendor stewardship and cultivation.
18. Participate as a productive member of the team at department/staff meetings.
19. Available to be on call on a rotating weekend/evening schedule, to handle child/family emergencies.



20. Represent the Foundation at events and or training during and outside of business hours when requested.

Essential Skills and Abilities:

- Strong interpersonal, verbal, and written communication skills, including phone, email, and interpreter services; able to build and sustain productive relationships.
- Team-oriented, collaborative, and able to motivate and support a diverse constituency.
- Highly organized and detail-oriented; able to manage multiple projects simultaneously, meet deadlines, and adapt to change.
- Skilled problem solver; flexible and resourceful in addressing challenges.
- Comfortable handling a wide variety of wish cases, including medically complex cases; able to learn and maintain knowledge of medical terminology and equipment relevant to wish planning.
- Experienced in database management and Microsoft Office applications.
- Able to confidently engage vendors and partners to request discounts and donations.
- Commitment to and passion for the mission of the Make-A-Wish Foundation.
- Able to maintain productivity in a hybrid-remote work environment.
- Willing to travel within Metro New York as needed.

Qualifications:

- Demonstration of the above-mentioned skills and abilities.
- 2-4 years of work experience in Case Management, Health Care, Hospitality Services or Project Management or a transferable skill set preferred.
- BA/BS or equivalent work experience.
- Bilingual Spanish preferred, but not required, with proficiency in speaking, reading and writing.
- Ability to be on-call on a rotating basis

Transparent Salary Range: \$55,000 - \$57,000



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.

Diversity, Equity & Inclusion Commitment Statement:

Make-A-Wish is committed to championing diversity, equity and inclusion, fostering an organization that is accessible and welcoming to all. Our vision to serve every eligible child is not only an aspiration; it is a strategic intent. In order to reach every eligible child, we need to continually evaluate and evolve along with our demographic environment. It is only through our mosaic of different cultures, perspectives and experiences that we can grant life-changing wishes to every eligible child.

How to Apply:

**Please copy and paste the link below in your browser to complete & submit our formal application on behalf of the Associate, Wish Design position with MAW Metro New York.

https://makeawishmetronewyorkandwesternnewyork-vxrot.formstack.com/forms/associate_wish_design

Only applications submitted through this link via Formstack will be considered for this position.**