



<b>Job title:</b> Manager, Wish Design	<b>Location:</b> New York City, NY + Hybrid
<b>Reports to:</b> Director, Wish Design	
<b>Supervisory Responsibilities:</b> Yes, of Associates, Wish Design	
<b>Salary Range:</b> \$69,000.00 - \$73,000.00	
<b>Type of position:</b> Full Time, Exempt	

**Reporting Structure:**

The Manager, Wish Design, will supervise Associate(s), Wish Design. The Manager reports directly to the Director, Wish Design who reports to the Chief Mission Officer.

**General Summary:**

**The Manager, Wish Design** oversees the end-to-end delivery of impactful wish experiences for eligible children, leading a growing team responsible for design and execution. This role drives all aspects of the wish process, including planning, logistics, scheduling, vendor coordination, and resource management, while ensuring alignment with organizational standards and timelines. The Manager is responsible for forecasting and tracking wish progress, identifying and securing in-kind donations, and managing budgets to maximize fiscal efficiency. They collaborate closely with internal teams, volunteers, vendors, and key stakeholders to deliver high-quality, personalized experiences.

In addition, the Manager provides leadership and guidance to staff and volunteers, supports performance and development, and ensures adherence to policies and best practices across all stages of the wish journey.

This role also entails special projects and deep vendor cultivations and stewardship. Works with oversight and guidance from the Director, Wish Design.

**Principle Accountabilities:**

- Lead, coach, and supervise wish team staff, including caseload management, monitoring performance, and providing ongoing feedback and development opportunities.
- Oversee the end-to-end wish lifecycle from “Pending Approval” through “Granted/Completed,” ensuring timely execution aligned with organizational targets and quality standards.
- Manage and optimize team workflow, including prioritizing complex or long-pending wishes and removing barriers to progress.



- Provide oversight and approval of wish budgets, including spending requests and credit card expenditures, while ensuring adherence to cost containment strategies.
- Manage a personal caseload of wishes, coordinating all aspects of delivery including transportation, accommodations, medical needs, documentation, and itineraries.
- Ensure high-quality, consistent communication with wish children, families, volunteers, and healthcare professionals, including navigating sensitive or complex situations.
- Supervise and coordinate mission-related service delivery to ensure an exceptional and safe wish experience.
- Build, manage, and steward relationships with vendors and partners, including maintaining a portfolio of key vendors and serving as the primary point of contact.
- Identify and leverage cost-effective solutions, including in-kind donations and national/local resources, to maximize impact and efficiency.
- Analyze post-wish satisfaction survey data and implement insights to enhance the quality and consistency of the wish experience.
- Cultivate and maintain strong relationships with volunteers to support engagement, compliance, and successful wish delivery.
- Maintain accurate and up-to-date records in Salesforce and related systems to ensure compliance with national standards and chapter guidelines
- Collaborate with leadership on strategic planning, process improvements, reporting initiatives and organizational initiatives.
- Contribute to cross-functional projects, including service innovation, DEI initiatives, and partnerships with Brand and Development teams.
- Track and report on vendor performance, in-kind contributions, and opportunities for enhanced engagement.
- Stay current on national and local policies, standards, and resources related to wish granting.
- Participate actively in team and organizational meetings and represent the organization at events and trainings as needed.
- Available in an on-call rotation to support emergency needs of wish families and staff during evenings and weekends. (24/7 – 365 emergency support is provided)
- Provide leadership coverage for the Director, Wish Design as needed, maintaining team direction, workflow continuity, and stakeholder alignment.

**Essential Skills and Abilities:**

- Ability to supervise staff, volunteers, and interns
- Detail-oriented, well organized, and able to work within deadlines.
- Flexible and adaptive to change.
- Ability to manage multiple projects simultaneously and achieve objectives.



- Comfortable communicating via phone and e-mail including interpreter services.
- Ability to negotiate discounts and donations with vendors and partners.
- Database and Microsoft Office experience.
- Strong interpersonal and verbal/written communication skills; building and sustaining productive long-term relationships.
- Team-oriented and able to successfully work in a collaborative organization.
- Ability to motivate and support a diverse constituency.
- Commitment to and a passion for the mission of the Make-A-Wish Foundation.
- Ability to travel as needed.

**Qualifications:**

- Demonstration of the above-mentioned skills and abilities.
- 3-5 years of work experience in Case Management, Health Care, Hospitality Services or Project Management preferred.
- Management experience or equivalent preferred
- BA/BS or equivalent work experience.

**Transparent Salary Range:** \$69,000 - \$73,000 annually

**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:**

**<https://app.trinethire.com/companies/295033-make-a-wish-foundation-of-metro-new-york-and-western-new-york/jobs/121024-manager-wish-design>**