

Make-A-Wish® Eastern North Carolina

Bilingual Wish Manager

Job/Position Title: Bilingual Wish Manager
Reports to: Chief Program Officer
Classification: Full-time; Exempt
How to Apply: Send a PDF of your cover letter and resume to Sarah Hughes, shughes@eastnc.wish.org with the subject line “Bilingual Wish Manager.” No phone calls

POSITION SUMMARY:

This position works closely with the Wish Delivery team to successfully design, coordinate, and deliver tailored experiences for our wish kids, including Spanish speaking wish families. The Bilingual Wish Manager creates memorable, unique experiences for each child while upholding operational policies and procedural guidelines established by Make-A-Wish® America and Make-A-Wish® Eastern North Carolina. The Bilingual Wish Manager works cross-functionally with all members of chapter staff, volunteers, and donors to efficiently leverage resources necessary to create positive wish experiences. Additionally, this position supports internal and external events throughout the year and may be assigned other collateral duties to support the mission. ***The ability to write, speak, and understand Spanish fluently is required.***

ESSENTIAL JOB FUNCTIONS:

- Design, coordinate and plan all specific aspects involved with all wish types. This includes, but is not limited to, the following:
 - Schedule, reserve and purchase transportation, accommodations, necessary medical equipment and other services
 - Work with other chapters or the National office to plan celebrity, sports, or destination wishes
 - Manage the installation and purchase of “to have” wish items such as playsets, pools and campers
 - Ensure paperwork is complete from each wish family
 - Develop wish budgets, itineraries, and other documents with wish details for families
 - Document all expenditures to financially reconcile the total costs of granted wishes

- Work with a variety of families throughout our territory to manage all wish delivery requirements
- Monitor and report the progress of each wish, ensuring efficient wish development, planning and delivery proceeds within chapter established time frames
- Update and input all appropriate information into the chapter's Salesforce database systems
- Maintain electronic files, ensuring that all paperwork is gathered and stored within the appropriate location before the wish is fulfilled
- Research, establish, and secure budget approvals for each approved wish, utilizing in-kind goods and services when appropriate, while also accurately tracking financials throughout the course of the wish
- Solicit in-kind donations for all wishes from local vendors
- Properly reconcile wish files in a timely manner to ensure compliance with accounting procedures and National guidelines
- Recognize and thank donors and community members who assisted in the completion of a wish in a timely manner
- Share responsibility with other Wish Managers for the chapter's emergency after-hours contact system on a rotating schedule
- Work closely with chapter leadership to identify and resolve issues affecting wish children, wish families and the chapter
- Communicate with health care professionals, volunteers, and family members to ensure each wish proceeds in the best interest of the child
- Communicate closely with parents and wish children to plan wish logistics. Build relationships and trust with families and be able to have sensitive conversations with families of all backgrounds
- Support chapter events, including participating in wish celebrations, fundraising events, and other events as needed or requested

Additional Spanish Speaking Responsibilities

- Assist in the management of the early stages of the wish process for Spanish speaking wish families, including:
 - Conduct a welcome call with all families
 - Send initial paperwork and follow up with families to obtain needed documents
 - Answer questions and provide insights to families as they navigate the Make-A-Wish process

- Translation of written materials as needed for both wish needs and other chapter needs

ESSENTIAL SKILLS AND ABILITIES:

- Requires ability to use a computer with specific skills in all Microsoft Office Suite Programs and internet navigation
- Requires ability to work with Salesforce database system
- Requires ability to manage and prioritize multiple tasks efficiently and effectively
- Requires proficient organizational skills
- Requires ability to work independently as well with a team and volunteers
- Requires ability to research and book travel and ability to collaborate with local vendors and businesses
- Must have a professional demeanor and excellent customer service skills
- Must have good oral and written communication skills
- Requires a compassionate and empathetic nature
- Requires a commitment to and passion for the mission of Make-A-Wish
- **Spanish speaking ability required**

REQUIRED EDUCATION AND EXPERIENCE:

- BA/BS in human services, psychology, non-profit management, or similar equivalent work experience in a related field
- Social work or similar experience is highly preferred
- Experience working with families and/or children preferred
- Exceptionally high level of attention to detail; high degree of patience and professionalism
- Proven ability to work with diverse groups of people
- Ability to successfully work in a collaborative, team-oriented organization
- Ability to manage and prioritize multiple tasks efficiently
- Ability to interact with all levels of personnel, handle sensitive information professionally, and maintain strict confidentiality
- Excellent oral and written communication and customer service skills
- Ability to work during chapter office hours (8:30am – 5:00pm; Monday – Friday) as well as occasional nights and weekends to assist with wishes and events. This position is based in the chapter office located near North Hills in Raleigh, N.C. We

currently work in a hybrid environment. Mondays and Wednesdays are required in-office days

- Ability to be on-call to provide 24-hour support to wish families in emergency situations, on a rotating schedule with other Wish Managers

REWARDS AND BENEFITS:

- Salary - \$50,000 per year (pay periods are bi-monthly)
- Comprehensive benefit package: Medical, Vision, Dental with 100% employer-paid options
- Optional benefits for employee: Long-Term Disability and Life Insurance with 100% employer-paid options
- Flexible work environment
- 401(k) Retirement Savings Plan: up to 3% match
- Incentive bonus plan offered based on individual & organizational performance
- Generous PTO package including sick, vacation, and floating holidays

WORKING CONDITIONS:

Our office is in the North Hills area of Raleigh, NC; however, we remain committed to a flexible work environment. The individual must reside in our chapter territory or be willing to relocate there.

The above job description is meant to describe the general nature and level of work performed; it is not intended as an exhaustive list of all duties, responsibilities, and required skills for the position. Employees will be required to follow any other job-related instructions and to perform other duties requested by their supervisor in compliance with Federal and State laws. Requirements are representative of minimum levels of knowledge, skills and/or abilities necessary to perform each duty proficiently. Continued employment remains on an "at-will" basis.

HOW TO APPLY:

For immediate consideration, please send a resume and cover letter to Sarah Hughes at shughes@eastnc.wish.org. Please add the position you are applying for in the subject line of the email.

Make-A-Wish® Eastern North Carolina is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

We are committed to championing diversity, equity, and inclusion, fostering an organization that is accessible and welcoming for all wish families, volunteers, donors, and staff. We stand against racism, violence, and intolerance and aim to be inclusive of all people and backgrounds. Our chapter is committed to creating this environment to ensure we can meet our vision to grant the wish of every eligible child.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Make-A-Wish Eastern North Carolina makes hiring decisions based solely on qualifications, merit, and business needs at the time. For more information, read through our EEO Policy <https://wish.org/careers>.