



Make-A-Wish® Metro and Western NY
JOB DESCRIPTION FORM

Job title: Bilingual-Wish Relationship Coordinator	Location: 500 5 th Avenue NYC 10110
Reports to: Wish Relationship Manager	
Supervisory Responsibilities: N/A	
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	Exempt Nonexempt

Reporting Structure:
The Wish Relationship Coordinator reports directly to the Wish Relationship Manager who works in conjunction with the Senior Director of Wish Granting and Volunteer Support.

General Summary:
The **Wish Relationship Coordinator** is responsible for the fulfillment of the wish experience for our wish families. The Wish Relationship Coordinator works within the Relationship Team to be the main point of contact for the wish child/family. They are responsible for building relationships with families, volunteers, and other Wish Granting and Volunteer Support team members.

The Wish Relationship Coordinator must be fiscally responsible by utilizing budget guidance for each individual wish experience, building relationships with team members and volunteers, coaching volunteers, and obtaining in-kind donations to offset final cash expense in conjunction with other departments and chapter leadership.

This role must adhere to the policies, guidelines and procedures established by the National Office and local Make-A-Wish Foundation Chapter. He/she is to act as a member of the team in supporting coworkers and supervisors in accomplishing the Chapter objectives set forth by chapter executive leadership and the Senior Director of Wish Granting and Volunteer Support. The Wish Relationship Coordinator may be required to perform other job-related tasks than those specifically presented in this description.

- Principle Accountabilities:**
- Coordinate all specific aspects involved with wish planning, including but not limited to defining wish details, solidifying wish participants and participant needs, clarify wish priorities, identifying forms/documents that need to be completed, prepare and mail all needed forms, gather and process all required signed documents, etc.
 - In conjunction with Volunteer Support;



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1. Build and maintain relationships with wish-granting volunteers.
 2. Perform follow-up communication calls with volunteers/families assigned to active wishes.
 3. Communicate responsibilities to volunteer wish-granters on active wishes, ensure open dialogue and compliance with National Performance Standards and Chapter Guidelines.
 4. Provide re-training ideas to the Volunteer Support team.
- Effectively perform crisis communication and listening techniques with wish families.
 - Update and keep current the wish database and equivalent paper files on each child to ensure compliance with National Standards and Chapter/local guidelines.
 - Monitor progress of each wish and ensure wish proceeds in a timely manner, so that wishes are granted within two years, not beyond.
 - Assist as necessary to define the wish of the child and clarify process with volunteers and wish families.
 - Be responsible for identifying and utilizing resources specifically related to wish-granting program.
 1. Work closely with volunteers to support in-kind donation procurement.
 2. Develop relationships with vendors who may provide donated products or services (in-kind).
 - Schedule wishes in accordance with the targeted number of wishes for the respective role; – goals set by the Wish Relationship Manager and Senior Director of Wish Granting and Volunteer Support.
 - Complete wish record data entry with maximum of 5 discrepancies, and ensure each record is complete, up to date and follows Standard of Use objectives.
 - Available for emergency calls on a rotating basis.
 - Keep abreast of National policies, guidelines and resources as they relate to the wish-granting program.
 - Represent the Foundation at corporate events; and act as a liaison and support figure for wish families.

Essential Skills and Abilities:

- Bilingual Spanish required
- Ability to manage multiple projects simultaneously and achieve objectives
- Strong database expertise
- Strong interpersonal, verbal and written communication skills.
- Ability to build and sustain productive, long-term relationships.
- Excellent communication and customer service skills



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- Ability to work within family systems in order to facilitate wish granting
- Detail-oriented and well organized
- Able to successfully work in a collaborative, team-oriented organization
- Ability to motivate and support a diverse constituency in a team-oriented atmosphere
- Ability to maintain confidentiality when supporting chapter and department initiatives internally and externally
- Commitment to the mission and vision of the Make-A-Wish Foundation

Qualifications:

- BA/BS or equivalent combination of education and work experience
- Bilingual Spanish required
- Valid driver's license and reliable transportation

Physical Demands:

The physical demands and work environment listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.

- Physical Demands: While performing this job employees may occasionally be required to talk, stand or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear. Person must also be able to move/lift to 20 pounds.
- Work Environment: While performing this job employee is exposed to weather prevalent at the time with varying noise levels.

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 personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

How to Apply:

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

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

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