



JOB TITLE:

Wish Manager

SUMMARY:

We are currently seeking an experienced **Wish Manager** to join our team in our **Midland, TX, 79701** location.

WHO WE ARE:

Make-A-Wish North Texas - Since 1980, Make-A-Wish® has been creating life-changing wish experiences for children with critical illnesses around the world. Wishes have proven physical and emotional benefits that can give children with critical illnesses a higher chance of survival. When a wish is granted, a child replaces fear with confidence, sadness with joy and anxiety with hope. Wishes even reunite families and enrich entire communities. Every eligible child needs a wish to count on! **To learn more about us, please visit us at <https://ntx.wish.org/>.**

ABOUT THE ROLE:

The Wish Manager is responsible for managing all aspects of the wish experience within the policies and procedures established by the National Office and the Make-A-Wish Foundation of North Texas.

WHAT YOU'LL DO:

Core duties and responsibilities include the following. Other duties may be assigned

Wish Process:

- Coordinate all specific aspects involved with the wish, including transportation, accommodations, services, assisting chapters, medical equipment, liability forms and itineraries
- Work closely with wish granters to ensure a quality wish for each child
- Communicate with the medical intake team, volunteers and family members to ensure each wish proceeds in the best interest of the child
- Ensure that all wishes are progressing in a timely fashion. Notify your supervisor of wishes that have the potential to take more than one year to fulfill or have significant barriers
- Maintain working knowledge of national policies, standard operating procedures, guidelines and resources as they relate to the wish-granting program
- Ensure proper entry of wish related information in Blackbaud Raiser's Edge database, including notes, travel arrangements and status updates as the wish progresses through the wish process.
- Ensure proper financials of wish related charges and in-kind are properly documented and submitted accurately and timely.
- Ensure proper documentation of wish child related documents and signatures are maintained in e-folders accurately and timely.

Post-Wish:

- In-kind providers after the wish is completed
- Ensure that all wish follow-up work is completed for each wish. This includes gathering cash and in-kind receipts, mileage and gift reimbursements from volunteers, vendors and wish assist chapters along with ensuring wish receipts have been signed by families and wish granters as required.
- Actively secure wish photos





Financial Management:

- Complete budgets for each wish
- Prepare check requests to fund wishes
- Complete actual to budget variance analysis by wish
- Timely submission for each wish in-kind to CFS
- Meet cash and in-kind standards and guidelines by type of wish
- Meet deadlines for check requests, in-kind entry and credit card reconciliation each month

OUR PERFECT CANDIDATE:

Education and Experience:

- Bachelor's degree
- 5+ years of relevant work experience with a record of accomplishment in a detail-oriented position
- Prior business and account management experience a plus
- Experience with Raiser's Edge or Salesforce preferred
- Bilingual in English and Spanish preferred

Required Abilities and Skills:

- Strong interpersonal, verbal, and written communication skills
- Knowledge of Make-A-Wish Foundation mission, philosophy, culture, protocol, and organizational structure - Ability to perform all duties with an understanding of the mission, philosophy, culture, and protocol of the Make-A-Wish Foundation of North Texas and conducts all duties in accordance its principles with the highest level of professionalism.
- Strong customer service orientation and interpersonal skills
- Ability to manage confidential information with discretion and judgment
- Accuracy and attention to detail is essential
- Well organized and dependable
- Ability to relate to diverse communities
- Ability to work independently and with limited supervision
- Ability to multi-task and manage time and organize work effectively efficiently
- Ability to establish and achieve goals and objectives
- Ability to apply discretion and independent judgment to very complex matters
- Ability to perform routine and complex mathematical computations in an accurate manner
- Ability to present a positive and professional image of the Make-A-Wish North Texas
- Ability to update and maintain wish related data in an accurate, complete, and timely manner
- Ability to read and interpret policies/procedures and requirements to ensure compliance
- Ability to build and maintain effective working relationships with fellow employees, volunteers and other community supporters
- Proficiency in Microsoft Office Applications including Excel, PowerPoint, and Word





COMPANY OFFERS:

- Competitive salary will commensurate with experience and education
- Benefits package available: (healthcare, vision, dental, and life insurances; 401k company match; paid time off and holidays)

TO APPLY:

Please submit your cover letter with salary requirements, and resume via the 'Apply Now' button!

We are an Equal Opportunity Employer!

Note: Salary requirements must be stated on your resume to be considered!

