



Make-A-Wish® Metro New York and Western New York
ASSISTANT DIRECTOR, WISH GRANTING

Job Title: Assistant Director, Wish Granting		Location: Lake Success, NY
Reports to: Senior Director, Wish Granting		
Supervisory Responsibilities: TBD		
Type of position:		<input checked="" type="checkbox"/> Exempt
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	<input type="checkbox"/> Nonexempt
<input type="checkbox"/> Intern		

Make-A-Wish Metro New York and Western New York grants the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy. Nationally, Make-A-Wish is recognized as one of the top-10 children’s charities in America. The Metro New York and Western New York chapter has been recognized regionally and nationally for its stewardship and workplace culture, has been awarded 4 stars from Charity Navigator, named one of the *50 Best Nonprofits to Work For (2010-2012)* by The Non-Profit Times, and was a finalist of the 2013 New York Community Trust–New York Magazine Nonprofit Excellence Awards. The chapter has won the prestigious *Power of One Award*, presented annually by Make-A-Wish America to the chapter that contributes significantly to the greater good of the Make-A-Wish Foundation beyond their own territory, the only chapter to win the award twice.

The Metro New York and Western New York chapter serves a 23-county region, including the five boroughs of New York City; Nassau County, Long Island; as well as Buffalo, Rochester and 17 counties in Western New York. The chapter raises more than \$11 million annually, of which more than \$10 million is derived from fundraising. The organization celebrated its 30th Anniversary and the granting of its 10,000th wish in Metro New York in 2013.

Position Summary

The **Assistant Director of Wish Granting** supports the management of the Wish Granting department, provides a full range of training, standard operating procedure development, customer service review, and serves as an important conduit for support services for Make-A-Wish staff, volunteers, and interns. This person assures consistent quality of wish fulfillment and supports the Senior Director of Wish Granting.

Essential Job Functions:

- Maintains and improves mission quality by completing file audits (paper and database reviews) for compliance.
- Provide direct supervision to staff that supports family engagement, understanding of a trauma influenced model of working with families and children and coaching skills in working with our volunteer ranks.

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- Investigate stakeholder concerns and communicate to key team members; collaborate with other members of management to identify training opportunities and develop new procedures and training methods.
- Develop and conduct training and on-boarding of program staff; assist with on-boarding of program interns.
- Review and analyze wish family/volunteer satisfaction surveys and identify areas for improvement in mission fulfillment process through comments and suggestions of constituents.
- Manage the oversight of the mileage and voucher programs for the wishes and national corporate partnerships that require additional assistance.
- Support the annual year-end process and pending wish liability projects.
- Perform other duties as identified and assigned.

Essential Skills and Abilities:

- Strong understanding of family systems and oppressed populations.
- Ability to work autonomously and with teams.
- Strong prioritizing and organizational skills
- Thoroughness and exceptional attention to detail
- Ability to manage multiple tasks effectively and achieve objectives
- Ability to appropriately handle confidential donor and volunteer information
- Must be computer proficient with experience in Word and Excel. Raiser's Edge experience a plus.
- Ability to be flexible and adaptable to the needs of day-to-day business
- Strong analytical and problem solving ability, including data preparation
- Quality assurance and process improvement skills.

Qualifications:

- Bachelors required
- Master's Preferred-focus area in human services, social work, non-profit management or related field.
- Strong analytical and problem solving ability, including data preparation.
- Experience working with senior level team.
- Valid driver's license and reliable transportation
- Ability to travel throughout chapter territory



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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. Employees may need to drive a motor vehicle to accomplish various administrative tasks during business hours. Person must also be able to move/lift up to 20 pounds.
- **Work Environment:** While performing this job employee is exposed to normal office conditions which would include varying levels of background noise and normal office distractions.

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.

How to Apply

Please submit a resume and cover letter with salary requirements to info@metrony.wish.org. Applications without a cover letter will not be accepted.