



**Make-A-Wish® Metro New York and Western New York  
WISH GRANTING COORDINATOR**

<b>Name:</b>	
<b>Job title:</b> Wish Granting Coordinator	<b>Location:</b> Lake Success Office
<b>Reports to:</b> Manager Wish Granting	
<b>Supervisory Responsibilities:</b> N/A	
<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

Wish Granting Coordinator - Overview

Make-A-Wish Metro New York and Western New York is looking to fill the position of Wish Granting Coordinator in their Lake Success, Long Island office.

The successful candidate will report to the Manager of Wish Granting and will be responsible for all aspects of coordinating the process of granting magical wishes of eligible children. Major duties include researching all options for delivering wishes in the most cost-effective and quality manner, communicating with vendors, health care professionals and volunteers or interns, and keeping the wish database and paper files up to date and in compliance with National Standards and Chapter guidelines.

*Essential skills and abilities include exceptional attention to detail, the ability to manage multiple projects simultaneously, database and Microsoft Office experience, the ability to motivate and support a diverse constituency in a team-oriented atmosphere, and strong interpersonal and verbal/written communication skills, applying solution-focused, creative thought to situations and ability to develop and work within a budget with supervisory support. To be considered, candidates must be committed to and passionate about the mission of the Make-A-Wish Foundation, and have a strong desire to work collaboratively as an efficient part of a dedicated team of professionals.*

**Reporting Structure:**

The Wish Granting Coordinator reports directly to the Manager of Wish Granting who reports to the Senior Director, Wish Granting.

**General Summary:**

The **Wish Granting Coordinator** is responsible for coordinating the process of granting magical wishes to eligible children. Works with oversight and guidance from the Senior Director of Wish Granting.



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**Principle Accountabilities:**

- Coordinate the process of granting wishes
  1. Research all options for delivering wishes in the most cost-effective and quality manner.
    - a. Utilize available resources provided by the National office and through local development efforts.
    - b. Develop relationships with vendors who may provide ongoing donated products or services.
    - c. Obtain new wish resources.
  2. Liaison to all vendors (i.e. Give Kids the World for Disney World wishes) and constituencies (i.e. volunteer corps, medical community) involved in the wish-granting process.
  3. Build and maintain relationships with wish-granting volunteers to ensure open dialogue and compliance with National Performance Standards and Chapter-wide policies and guidelines.
  4. Communicate with health care professionals; volunteers and family members to ensure each wish proceeds in the best interest of the child.
  5. Update and keep current wish database and equivalent paper files on each child to ensure compliance with National Standards and Chapter guidelines.
  6. Coordinate all specific aspects involved with the wish, including but not limited to: transportation, accommodations, services, assisting chapters, medical equipment, liability forms, and itineraries.
  7. Keep abreast of National policies, guidelines and resources as they relate to the wish-granting program.
  8. Participate as a productive member of the team at department/staff meetings.
- Available, on a rotating basis, 24 hours per day/7 days per week to handle wish child/family emergencies.
- In conjunction with the Medical Outreach department, assist in the execution of outreach furthering the message of the mission; building and maintaining relationships with hospital caseworkers, doctors, social workers and other medical team members.
- Represent the Foundation at events and or trainings when requested.
- Work on special projects as needed.

**Essential Skills and Abilities:**

- Ability to manage multiple projects simultaneously and achieve objectives
- Database and Microsoft Office experience
- Strong interpersonal and verbal/written communication skills; building and sustaining productive long-term relationships



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- 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
- Commitment to and a passion for the mission of the Make-A-Wish Foundation
- Some travel may arise on an as needed basis

**Qualifications:**

- 1 - 3 years of experience in administration, clerical, social work or child life, human services, social services, community health, public health or related field.
- Associate's Degree required, Bachelor's Degree preferred
- Proficiency with Microsoft Office Suite
- English required; Bilingual English/Spanish a plus.

**How to Apply**

**Please email a resume and cover letter *with* salary requirements to [info@metrony.wish.org](mailto:info@metrony.wish.org) by Friday, March 10, 2017. Applications without a cover letter will not be considered.**