



“Together, we create life-changing wishes for children with critical illnesses.”

JOB ANNOUNCEMENT

Wish Manager – Full Time/Exempt Make-A-Wish Orange County and the Inland Empire®

The Wish Manager is responsible for overseeing the daily management of the wish process as a whole, in addition to planning individual wishes. Primary area of responsibility is to ensure wish quality and consistency. The position includes supervision of three full-time staff members and one part-time staff member.

Essential Job/Position Functions:

- Possess thorough understanding of all local and national wish granting policies and best practices
- Able to plan any/all wish types
- Manage an individual case load of wishes
- Supervise four staff: (3) Wish Coordinators, (1) Sr. Wish Services Coordinator
- Assist Vice President with day-to-day wish granting operations as directed
- Assist in relationship management of local and national partners as they relate to wish granting
- Advise Wish Coordinators on challenging wish situations and escalate to the Vice President as appropriate
- Assist the Volunteer Manager with weekly Wish Granter communication and coaching
- Identify and secure in-kind resources for wish granting purposes
- Serve as 24-hour emergency contact for wish families
- Maintain and coordinate wish case load
- Protect the privacy and rights of all wish children and their families
- Other duties as assigned
- Adhere to all administrative and operational processes in accordance with Chapter standards, policies and practices including the employee handbook, as well as MAWFA Performance Standards and Guidelines
- Advise direct supervisor of matters of importance relating to areas of responsibility

Job/Position Skills:

- Proven career track record that shows stability with an organization and a demonstrated ability to develop, nurture and build relationships.
- Demonstrated ability to set and achieve or exceed goals.
- Proven team leadership and ability to work collaboratively to ensure strong departmental and Chapter structure.
- Team player who can give and take advice and support in order to ensure the fulfillment of the Foundation’s mission.
- Adherence to deadlines, strong organizational and time management skills with attention to detail
- Excellent verbal and written communication skills to clearly communicate with all employees, interns, volunteers, donors, the Board of Directors, CEO and other senior executives in a clear, business-like and respectful manner, which focuses on generating a positive, enthusiastic and cooperative work environment.
- Ability to speak, read and write in English.
- Ability to maintain confidentiality

- Requires a passion for and commitment to the work of Make-A-Wish

Job/Position Qualifications:

- Bachelor's degree (or higher) in related field
- 3-5 years proven management experience
- Demonstrated ability to lead and develop a team
- Excellent verbal and written communication skills
- Effective public speaking skills
- Strong organizational skills
- Works well as part of a leadership team
- Flexibility to work nights and weekends
- Bilingual- English/Spanish preferred
- Must have working cell phone

Working safely is a condition of employment. Make-A-Wish Orange County and the Inland Empire is a drug-free workplace.

The employee will be expected to work the hours necessary to meet the position requirements. Must be able to lift 25lbs.

Compensation is commensurate with experience.

TO APPLY:

Submit cover letter and resume to getinvolved@ocie.wish.org

Subject line should read "Wish Manager"

Resumes will be accepted until Friday, May 7, 2021.

No phone calls please.