

# Make-A-Wish®

GREATER BAY AREA  
Job Announcement  
Program Manager 6.18

Make-A-Wish Greater Bay Area is a wish granting organization. Together, we create life-changing wishes for children with critical illnesses. Our Chapter serves children from Monterey to the Oregon border and anticipates fulfilling over 400 magical wishes this year. Each wish is unique and is the dream of a child who is critically ill, the resulting smiles speak volumes to the healing effects of a wish come true. Our vision is to grant the wish of every eligible child which will require increasing referrals, growth of volunteer base, expanded donations of in-kind and cash gifts and broadened communication across our entire territory.

Make-A-Wish Greater Bay Area is seeking a compassionate, detail-oriented team player to plan and implement wishes, from wish approval to wish completion. Reporting to the Program Director, this exempt position supervises staff, office volunteers and wish granters.

### **Responsibilities include:**

- Coordinating all aspects of wish experiences, such as shopping sprees, computers and travel (flights, hotels, etc.).
- Supervising one or more program staff, office volunteers and wish granters. Coordinating in-office volunteer projects and supervising as appropriate.
- Acting as a liaison between families, volunteers, medical team, vendors and donors.
- Maintaining detailed administrative records of wishes.
- Sharing "on call" duty with the other members of the Program staff.
- Sharing wish granter training duties (includes some weekend and evenings) with the other members of the Program team.
- Other duties as assigned.

### **Experience and Skills:**

- 4+ years related work experience with 1-2 years managing direct reports.
- Travel or hospitality industry experience a plus.
- Experience and/or training in supervising volunteers or staff.
- Extremely well-organized, able to multi-task efficiently, to meet deadlines under pressure and maintain composure in handling difficult situations.
- Excellent communication skills and prompt follow through, both written and verbal, and a positive attitude for working in a cooperative environment.
- Warm, yet professional, demeanor while working with children, families, staff and volunteers.
- Ability to maintain complete confidentiality.
- PC literate – Microsoft Office Suite (Word, Excel), database, etc.
- Raiser's Edge and/or Salesforce experience a plus.
- Fluency in Spanish is a plus.
- BA or equivalent
- Valid CA Driver's License and access to personal car for occasional travel.
- Ability to lift 40 lbs.
- Some evening and weekend commitments required.

### **To apply:**

Send a letter of interest and a resume to:

Program Manager Search

Email: [jobs@sf.wish.org](mailto:jobs@sf.wish.org)

### **Office Location**

1333 Broadway, Suite 200

Oakland, CA 94612

*No phone calls, please. Position is open until filled. EOE*