



Position Title: Mission Delivery Intern - UNPAID

Intern Location: Make-A-Wish Missouri Headquarters – St. Louis, MO

Duration: **Fall Semester (September – January)**

Job Description

This internship position is housed within the Mission Delivery Department, which is collaboratively responsible for the delivery of our wish-granting mission. Participation in this opportunity is intended to help the intern gain skills and experiences such as the ability to organize work, communication skills, volunteer management, and overall, an understanding of a federated non-profit organization.

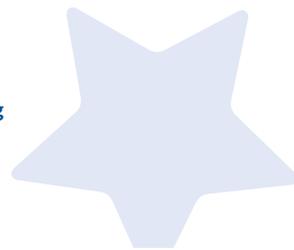
Students will work **15-20** hours per week and are responsible for their own transportation and housing expenses.

Primary Tasks:

- Support Make-A-Wish staff by responding to calls and sending e-mails regarding wishes and other requests
- Participate in strategic discussions regarding the Mission Delivery program and the overall goal to provide quality customer service in support of quality wishes
- Review and update confidential wish kid information
- Respond to inquiries from public about Make-A-Wish's wish-granting process
- Assist with the close out process of all wish kid wish files to ensure each file meets compliancy standards
- Assist with coordination of tools and resources to aid Make-A-Wish staff and volunteer in capturing and granting each child's most heartfelt wish
- Assist with development of medical outreach and eligibility tools and resources
- Assist with wish delivery as needed, depending on current wishes
- Assist wish coordinators with itineraries and family packets when necessary

Qualifications: Four internships are available, and applicants will be selected for an interview based on information provided in their cover letter and resume. Specific qualifications are as follows:

- Knowledge of the non-profit sector, either through coursework or employment experience
- Excellent communication skills with the ability to confidently and clearly communicate information verbally and in writing
- Some volunteer experience preferred, although not required





- Exceptional verbal and written communication and organizational skills
- Proficiency in Microsoft Word, Excel, Access, PowerPoint and Outlook and internet research tools
- Raiser's Edge experience preferred but not required
- Detail oriented with the ability to manage multiple projects
- Ability to work at a fast pace
- Strong sense of customer service
- The ability to maintain a high level of confidentiality with information that will be obtained in the daily interactions with volunteers, chapters, and wish families

Application Deadline: September 20, 2018

Interviews are ongoing, and an offer can be made before the application deadline, if appropriate.

Eligibility

The internship program is designed for current undergraduate or graduate students with the goal of being a leader in the non-profit sector. The purpose of the internship program is to help undergraduate and/or graduate students further cultivate their skills through a real-life work experience. Recent college graduates are eligible only for the session immediately following graduation. (May graduates are eligible for Summer Internships, etc.)

