



President and Chief Executive Officer Position Description

Make-A-Wish Hawaii is part of an international network of Make-A-Wish chapters and affiliates that grant life-changing wishes to children with critical illnesses. Founded in 1982, the Hawaii chapter is a nonprofit 501(c)(3) organization headquartered in Honolulu, and governed by a local volunteer Board of Directors. MAW Hawaii has the privilege of granting wishes for over 90 Hawaii families every year throughout the Hawaiian islands, while also hosting more than 1,200 families from around the world who “wish to see Hawaii” every year. MAW Hawaii accomplishes its mission with a staff of 30 and more than 400 volunteers throughout the state, and by partnering with 200 local businesses, tour activity companies and hotels. MAW Hawaii is funded entirely by private donations, with a local operating budget of \$5 million.

MAW Hawaii is engaged in a search for the next President and Chief Executive Officer to lead the organization. The next leader will join a thriving and successful organization with a prominent brand that has experienced tremendous growth in mission delivery, revenue and operations. The challenges that await the next leader include initiatives to increase outreach to neighbor islands, strengthen relationships within the tourism industry to support the growing number of visiting wish families, further develop our increasingly strategic and influential board of directors and young leaders board, grow our major gifts effort, and continue to build long-term financial and operational sustainability. The President & CEO reports directly to the Board of Directors and is charged with realizing the organization’s vision, and achieving its goals for continued financial stability and community engagement.

Candidate Profile

MAW Hawaii is seeking a dynamic and innovative leader to build upon our 35 year history of organizational growth and achievement. The successful candidate must be highly networked in Hawaii with a strong understanding of Hawaii’s cultural, economic and philanthropic landscape; be able to lead with energy, speed, integrity and compassion; and be able to inspire the organization and community to carry out the mission with excellence. The ideal candidate will further demonstrate the following experience and capabilities:

- Senior executive with at least 10-15 years of professional experience; a minimum of 5 years of experience leading a respected nonprofit or public institution or alternatively, significant nonprofit experience developed through voluntary service in the sector.
- A financially savvy and politically astute leader with proven track record in leading and growing complex organizations with comparable P&L responsibilities; the ability to set clear priorities, delegate, and guide investment in people and systems; keen analytic, organization and problem solving skills, which support and enable sound decision making.
- Fundraising experience with a demonstrated track record of individual and corporate gift acquisition; understands the principles of fundraising as they impact an organization that is raises 100 percent of its funding from private sources and special events.

- Experience reporting to and/or working closely with governing/fundraising boards and committees, and proven success effectively developing and strengthening those boards.
- Strategic and creative thinker who can also plan and execute short-term objectives in pursuit of a long-term vision and create action plans that yield results.
- Team builder with a strong track record of leading, coaching, inspiring and retaining staff, and a strong commitment to staff development.
- Exceptional presentation and communication skills, and the experience and proclivity to be an outgoing spokesperson, relationship builder, and fundraiser.
- Entrepreneurial, creative and resourceful individual who encourages innovation and is able to work successfully and produce results with limited resources.
- Demonstrates personal ethics and integrity that reflect positively on the mission and the organization.
- Bachelor's degree required, with an advanced degree preferred.

Job Responsibilities

The President & CEO reports to the MAW Hawaii Board of Directors and works collaboratively with the Board and staff in leading the organization and delivering its mission. Specifically, the President & CEO will ensure that Make-A-Wish Hawaii's fundraising, marketing, human resource, fiscal, operations and programmatic strategies are effectively implemented across all segments of the organization.

Strategic vision and leadership

- Help build a diverse and inclusive Board of Directors representative of the community that is highly engaged and willing to leverage and secure resources.
- Collaborate with the Board to refine and implement the strategic plan while ensuring that the budget, staff, and priorities are aligned Make-A-Wish Hawaii's mission.
- Cultivate a strong and transparent working relationship with the Board and its committees, executing decisions effectively and ensuring open communication about critical developments, and providing timely reporting on the organization's performance against goals.
- Foster a balanced organizational culture that combines the emotional richness and inspiration of the mission of Make-A-Wish, with the efficacy of best business practices, fiscal accountability, and institutional impact.
- Develop a positive, collaborative, collegial working relationship with Make-A-Wish® America and other Make-A-Wish chapters; provide leadership on national issues that impact Make-A-Wish Hawaii.

Development and Marketing

- Continue to raise the public profile of Make-A-Wish Hawaii as a leading children's charity by serving as the chief spokesperson and advocate for the chapter, clearly articulating its mission, vision, programs and strategic direction, as well as being a visible, visionary and influential leader and fundraiser in the community.
- Formulate and execute a comprehensive fund development plan that ensures sufficient revenue to meet the strategic objectives of Make-A-Wish Hawaii and that emphasizes donor cultivation, stewardship and retention.

- Effectively leverage programs, partnerships and resources available through Make-A-Wish America and peer chapters.

Strengthen infrastructure and operations

- Ensure the continued development and management of a professional and efficient organization committed to continuous improvement; establish effective decision-making processes that enable Make-A-Wish Hawaii to achieve its objectives.
- Ensure that the organization is effectively structured and staffed with talented employees, and appropriately mobilizes volunteers in support of its programs; provide inspirational leadership and direction to all staff, creating and promoting a positive, collaborative work environment.
- Manage and implement an effective performance management system for all employees which will include setting objectives and evaluation on an annual basis.
- Oversee the financial status of the organization including developing financial plans, monitoring the budget and ensuring sound financial controls are in place; set financial priorities accurately to ensure the organization is operating in a manner that supports the needs of the program and staff.
- Ensure fiduciary responsibility, sound fiscal management, and financial accountability for contributions, income, and all other Make-A-Wish assets. Ensure public accountability consistent with IRS regulations and Make-A-Wish® America policies.

Program Development

- Ensure the delivery of high-quality, high-impact wish experiences while effectively stewarding resources and managing for current and future growth.
- Develop outreach strategies to ensure wish referrals and completed wishes reflect the cultural and geographic diversity of the region.
- Ensure sustainability and fiscal viability of the wish assist program, expanding and stewarding relationships with key vendors, volunteer ambassadors, Make-A-Wish America and sister chapters and operating within established programmatic and cost parameters.
- Continuously assess programmatic needs, evaluating and expanding in-kind, partnership and volunteer opportunities.

Make-A-Wish® America
CEO Core Competencies

Strategic Thinker and Leader

- Focuses key stakeholders on mission critical, long-term initiatives through effective strategic planning
- Challenges and inspires the organization to consider the “big” picture
- In conjunction with stakeholders, translates strategies into concrete action plans
- Executes short- and long-term plans, and uses tangible metrics to insure success
- Possess contextual intelligence and is able to balance strategy, execution and accountability

NFP (Not-For-Profit) DNA (e.g., passion for mission)

- Demonstrated track record in the nonprofit sector (staff or board member)
- Communicates a real passion for the Make-A-Wish mission and/or children’s issues
- Finds joy in a nonprofit role and shares that uplifting attitude with stakeholders
- Creates internal and external advocates for the mission of nonprofit organizations

Fundraising/Development Expertise

- Demonstrated development/fundraising or client development experience
- Entrepreneurial thinker who is creative about raising money
- Courageous about making big “asks.”
- Experience creating joint ventures and partnerships with external constituents
- Realizes that corporations and individuals invest in mutually beneficial initiatives

Outstanding People Skills

- Articulate communication skills and exceptional interpersonal skills
- Team-oriented: the mission, rather than an individual, is the priority
- Ability to build relationships and effectively work with multiple stakeholder groups (wish families, employees, volunteers, media, donors)
- Values constituents and creates meaningful opportunities to engage all stakeholders
- Ability to work within a culturally diverse environment

Strong in the Board Room

- Builds an effective, powerful, high-impact board and develops strong relationships
- Measures board member’s success and provides effective feedback
- Demonstrated experience working with a board of directors and key business leaders
- Ability to successfully promote Make-A-Wish to potential board members and engage them in the mission

Profit and Loss Management

- Experience managing a significant profit and loss (of comparable size)
- Financial acumen: ability to read and react to profit and loss statements, balance sheets
- Sets financial goals and holds the team accountable for specific results
- Transparency: shares information across the organization and with the board
- Operated in a business-like setting

Organizational Leadership

- Possesses a track record of hiring and retaining top talent
- Develops the full potential of skill sets into capable executives and leaders by creating personal development programs and measuring success
- Creates real opportunities for intellectual and role advancement for the team
- Implements effective succession planning for the CEO role and other key positions
- Courageous and decisive – builds consensus and makes tough decisions
- Leads via influence and shares leadership by empowering team members

For more information please contact:

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To apply, send resume and cover letter by November 2, 2018 to executives@inkinen.com.