



Programs Administrative Assistant Programs Department

Job Title: Programs Administrative Assistant

Department: Programs Department

Reports to: Programs Officer

FLSA Status: Part-Time, Hourly, Non-Exempt

Our Mission: Miracles for Kids is a 501(c)(3) nonprofit serving children with life-threatening illnesses and the families that care for them. By operating programs that provide financial aid, basic needs, and wellness to patients and their families, Miracles for Kids creates stability when families are crumbling from the financial and emotional devastation of fighting for their child's life. Founded in 2002, Miracles for Kids operates one office in Irvine, CA and a subsidized apartment complex, Miracle Manor, in Orange, CA.

Job Overview: The Programs Administrative Assistant is responsible for assisting the Programs Department and Staff with necessary tasks and responsibilities to provide timely and culturally competent programmatic services. This position is a great opportunity to gain experience in nonprofit program coordination, research, planning, and evaluation.

Job Duties:

- Bill Pay Program
 - Assist programs coordinators by conducting routine monthly calls to gather medical and family status reports with the grant recipient using a database system.
 - Track and update family data through database as needed.
 - Sending family status forms and letters when needed.
 - Phone banking
 - Answering phone calls
 - Data entry
 - Translating letters and forms from English to Spanish.
 - Scanning and uploading documents into a database system.
 - Assist with renewal grant application tracker to request renewal medical consent forms by directly communicating with hospital staff.
 - Interaction with Spanish speaking applicants on the phone and helping them with their questions.
 - Support with project requests
- Events
 - Be available for special events associated with Miracles for Kids when instructed by the Programs Officer.

- Meetings
 - o Attend quarterly Programs Staff meetings and monthly Staff meetings.
- Other
 - o Support with calls to families for Basket of Miracles as needed, specifically Spanish speaking to confirm address and delivery of baskets.
 - o Support with Wellness Program calls and administrative tasks when needed.
 - o Support with Second Harvest pick up as needed.

Preferred Qualifications:

- Required - Bilingual in English and Spanish (written and oral)
- Experience in working with under-resourced individuals as well as sick children and their families.
- Able to handle difficult situations and effectively communicate to clients and staff.
- Statistical background, able to utilize Microsoft Excel, Word, PowerPoint, and databases to effectively report outcomes for evaluation.
- Ability to deal with crisis situations effectively and calmly.
- Ability to be flexible to accommodate immediate organizational needs.
- Responsible, mature, and able to make appropriate decisions quickly.
- Compassionate with a heart ready to serve others.

Work Environment:

- Part-time at our Irvine Office.
- Occasional driving to Second Harvest, Storage, or other.

Interested? Apply Today!

- Please email your cover letter and resume to macosta@miraclesforkids.org
- In your cover letter please explain why this position appeals to you and indicate your hourly wage expectations.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Job Description may be subject to change to meet the needs of the organization. Employment with Miracles for Kids will be "at will," meaning that either the employee or Miracles for Kids may end employment at any time and for any reason, with or without cause.