



## JOB DESCRIPTION

**Position Title:** Programs Assistant

**Department:** Programs

**Reports To:** Programs Manager

**FLSA Classification:** Non-Exempt; Full Time; Hourly

**Salary Range:** \$18.50-21.00

**ABOUT THE ORGANIZATION:** Miracles for Kids Inc. ([www.miraclesforkids.org](http://www.miraclesforkids.org)) is a 501(c)(3) nonprofit which supports children battling life-threatening illnesses. By collaborating with leading children's hospitals throughout California and operating programs which provide monthly financial assistance, subsidized housing, wellness, and basic needs, we create stability for families crumbling under the financial and emotional devastation of fighting for their child's life. Founded in 2022, Miracles for Kids is headquartered in Irvine, CA and maintains subsidized housing programs in Orange and Anaheim.

### POSITION SUMMARY

The Programs Assistant is a vital point of contact for our organization, providing administrative support, reception duties, and fostering collaboration and communication with our families, donors, volunteers, and team. We are seeking an organized, detail-oriented team player with strong English and Spanish verbal and written communication abilities, a customer-service oriented approach, adept multitasking abilities, and a passion for our mission.

Major areas of responsibility:

- **Administrative Support:** Assist with administrative tasks including data entry, bilingual verbal and written communication with families, event coordination with vendors and volunteers, special projects, and general support for departments.
- **Reception:** Greet families and visitors in a professional and friendly manner, receive and direct incoming calls, provide accurate information or assistance, and support general office organization.
- **Collaboration and Communication:** Ensure alignment of organizational goals and priorities with internal teams, donors, and volunteers to cultivate relationships and support organization efforts.

### QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- Fluency in both English and Spanish, with excellent verbal and written communication skills in both languages.
- Professional demeanor and customer service-oriented attitude, with cultural sensitivity and awareness.
- Strong organizational skills and attention to detail, with the ability to multitask and prioritize effectively.
- Strong interpersonal skills, phone etiquette, and general desire to connect with others.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Flexibility and adaptability in a dynamic and multicultural work environment.
- Bachelor's degree preferred.
- Proficient in Microsoft Office (Outlook, Word, and Excel).

### WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS

- Physical requirements include typing, standing, sitting, walking, bending, and lifting/pushing up to 40 pounds.

### HOURS AND BENEFITS

- Work schedule: Mon-Thu 8:30am-4:30pm, Fri 8:30am-1:30pm.
- 60-minute paid lunch Mon-Thu; 30-minute paid lunch when working events.
- Paid vacation time PLUS (7) paid holidays and (7) paid flexible floating holidays.
- Medical, dental, employee assistance plan, paid sick time, mileage, and phone reimbursement.

**TO APPLY** email resume, cover letter, and any relevant writing sample to: [macosta@miraclesforkids.org](mailto:macosta@miraclesforkids.org)

*Employees work in an office environment with limited exposure to our patient children and their families. The above statements are intended to describe the general nature and level of work being performed and may not include 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 is "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. Miracles for Kids is an Equal Opportunity Employer. We value diversity, equity, and inclusion in our workforce and are committed to creating a welcoming and inclusive environment for all employees.*