



Assistant, Program Services Job Description

Position Overview:

The Assistant, Program Services position gives a great opportunity to learn about client relations, administrative support and family & social service support. These transferable skills will be a great thing to add to a resume. We ask that all applicants understand the role by reviewing all details regarding requirements. All who are selected will be held to a high standard in order to accomplish the best possible support for Horizons for Youth (HFY) families. Serious inquiries only. Selected applicants will go through an interview process before being hired.

Required Participation:

Timeline of Position: Immediate Hire

Hours: 15 - 20 hours per week. Additional hours are decided based on duties and the need for additional support. *Please note there is a two-week winter break from work.*

Pay: \$19 an hour (paid bi-weekly; invoices to be submitted in a timely manner weekly to supervisor)

Location: Hybrid (mainly virtual and then in-person for events)

Requirements:

- Positive and team-oriented attitude.
- Self-starting and highly motivated
- If a Horizons student, be in good standing academically and meet all program requirements.
- Previous work experience or long-term volunteer experience outside of Horizons.
- Comfortable making cold calls
- Comfortable sending and receiving professional email communication to HFY staff and clients.
- Well versed in Microsoft Office Suite (Word & Excel) and Salesforce.
- Well versed in Google Suite such as Google Sheets and Google Forms
- Strong communication skills- verbal and written.
- Able to report back to management and communicate needs or questions.
- Some in-person evening and weekend events are required

Job description:

Responsible for working directly with Supervisor (Senior Program Manager) and providing support to HFY staff in need of assistant-related duties. Asks questions when in need or unclear of items to be done. Meets weekly with Supervisor to be given a list of duties per week and arrange upcoming schedules. Here are the core tasks:



- Lead the Remind App Project by making sure all families and youth are signed up for the app for the 2025-2026 school year.
- Manage communication on the Remind App and Zoom.
- Support with preparation and attend 2025-26 HS Workshops (occur monthly on Saturdays)
- Support Senior Program Manager in collecting grades and report cards, then entering data in databases/salesforce
- Lead transferring data from HS "Self-Check In Form", our monthly grade and check in collection, to the Academic Monitoring Log
- Lead tracking on academic monitoring forms and parent reminders (individual email, text and phone calls) for these partnership requirements:
 - February Family Intake Survey
 - April Income documents
 - June Family Profile Survey
 - June Tuition Agreements
 - July Contracts via Adobe
 - Other partnership requirements as they arise
- Support Senior Program Manager, Family Services with attendance data entry and follow up after any Parent/Student Engagement events.
- Monitor ACT Prep students/attendance etc.
- Support program team with family selection application tracking
- Support with weekly administrative tasks as they arise
- Attend Milliman events in-person and virtual and take attendance
- Attend weekly one-on-one sessions with supervisor
- Perform other duties as assigned by Supervisor to support the overall mission of the program.

Please submit a Resume and Cover Letter to: Nicole Maldonado at Nicole@horizons-for-youth.org

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