



Korean Community Services of Metropolitan New York, Inc.

Position title	Department & Location	Reports to
Project Coordinator	Public Health & Research Center (PHRC)	Manager of PHRC
	203-05, 32nd Ave, Bayside, NY 11361 & more	
Employment status	FLSA status	Effective date
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	TBD

About the Organization

Founded in 1973, Korean Community Services of Metropolitan New York, Inc. (KCS) is a nonprofit 501(c)(3) multi-service organization supported by government agencies, foundations, corporations, and individuals. KCS aims to develop and deliver a broad range of social service programs to meet the community's various needs. To achieve this goal, KCS provides professional services in immigration, education, aging, workforce development, public health, and mental health.

Position Summary

This position offers professional, client-focused support for individuals seeking NY State of Health insurance enrollment. The position requires ensuring compliance with state regulations, advocating for clients' needs, and delivering high-quality, client-centered service. Key responsibilities include managing client data securely and accurately in databases such as Salesforce, while upholding confidentiality and adhering to HIPAA standards. The ideal candidate will demonstrate strong customer service and communication skills, as well as the ability to effectively multitask, manage time, and collaborate with both clients and team members to meet program objectives.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

- Provide courteous and professional support to clients by assisting clients with enrollment in the NY State of Health insurance marketplace, becoming the NY State of Health Navigator. Projects include: **CNN (ACA), NYC CARE, Access Health, & KNYC**
- Advocate for members and serve as a liaison for the clients we represent. Escalate communication for clients in complex or time-sensitive situations.

HEADQUARTERS (ADC | EDUCATION | HR | IMMIGRATION | PHRC | WF Develop.)

203-05 32nd Ave,
Bayside, NY 11361
Tel: 718-939-6137

100 Grove St,
Tenafly, NJ 07670
Tel : 201-541-1200

OLDER ADULT CENTER

42-15 166th St,
Flushing, NY 11358
Tel: 718-886-8203

37-06 111th St,
Corona, NY 11368
Tel: 718-651-9220

633 W 115th St,
New York, NY 10025
Tel: 718-886-8203,
347-923-0124

PUBLIC HEALTH AND RESEARCH CENTER (1)

315 5th Ave, #705,
New York, NY 10016
Tel: 212-463-9685

2460 Lemoine Ave, #400P,
Fort Lee, NJ 07024
Tel: 201-364-8375

103-04 39th Ave, #103,
Corona, NY 11368
Tel: 917-396-4149

PUBLIC HEALTH AND RESEARCH CENTER (2)

410 Broad Ave, #201,
Palisades Park, NJ 07650
Tel: 201-429-2866

154-05 Northern Blvd., #301-A
Flushing, NY 11354
Tel: 718-939-6137

WORKFORCE DEVELOPMENT

325 West 38th St, #1107,
New York, NY 10018
Tel: 929-300-8630,
929-341-8302

410 Broad Ave. #201,
Palisades Park, NJ. 07650
Tel: 201-429-2866

MENTAL HEALTH CLINIC

42-16 162nd St, 2FL,
Flushing, NY 11358
Tel: 718-366-9540

35-56 159th St., #2fl
Flushing, NY. 11358
Tel: 718-939-6137

410 Broad Ave. #201,
Palisades Park, NJ. 07650
Tel: 201-429-2866



- Maintain accurate and secure data entry in KCS’s databases, Salesforce, and facilitate the safe transfer of client information.
- Organize records, files, and spreadsheets associated with the program and related projects. Adhere to confidentiality protocols and HIPAA operating procedures to protect organization and client information.
- Attend outdoor events, with the ability to work evenings and weekends as occasionally needed.
- Excellent customer service and communication skills. Highly organized, flexible, and adept at multitasking.
- Demonstrates the ability to work independently and as part of a team, problem-solve, and collaborate effectively with clients, partners, and stakeholders.
- Strong time management, organizational, and planning skills are essential to ensure timely execution of program objectives.

Education and Experience Requirements

- A bachelor's degree in social work, human services, or a related field is preferred, or an associate’s degree with a minimum of two (2) years of full-time professional experience.
- Experience in direct service within social or human service organizations, including nonprofits, is preferred.
- Knowledge of insurance, health services, and community resources related to exceptional health care needs, navigating social service eligibility and budgeting guidelines a plus.

Minimum Qualifications (Knowledge, Skills, and Abilities)

- Proficiency in Databases and Software: Knowledge of tools such as Salesforce, Microsoft Office Suite (Word, Excel, PowerPoint) and Google (Docs, Sheet, Slides, Forms).
- Familiarity with virtual platforms (Zoom, Microsoft Teams, Dropbox etc.)
- Demonstrates a strong commitment to serving communities and empowering underserved populations, with an understanding of culturally sensitive practices and a proven ability to thrive while working with diverse populations.
- Ability to communicate effectively, verbally and in writing, in the language(s) necessary to perform the essential functions of the position (e.g., English, Korean, or both), including the ability to hear, speak, and be understood in the work environment.
- Preference will be given to candidates who are fluent in English and Korean. However, proficiency in Spanish and Chinese will be highly valued.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

HEADQUARTERS (ADC | EDUCATION | HR | IMMIGRATION | PHRC | WF Develop.)

203-05 32nd Ave,
Bayside, NY 11361
Tel: 718-939-6137

100 Grove St,
Tenafly, NJ 07670
Tel : 201-541-1200

OLDER ADULT CENTER

42-15 166th St,
Flushing, NY 11358
Tel: 718-886-8203

37-06 111th St,
Corona, NY 11368
Tel: 718-651-9220

633 W 115th St,
New York, NY 10025
Tel: 718-886-8203,
347-923-0124

PUBLIC HEALTH AND RESEARCH CENTER (1)

315 5th Ave, #705,
New York, NY 10016
Tel: 212-463-9685

2460 Lemoine Ave, #400P,
Fort Lee, NJ 07024
Tel: 201-364-8375

103-04 39th Ave, #103,
Corona, NY 11368
Tel: 917-396-4149

PUBLIC HEALTH AND RESEARCH CENTER (2)

410 Broad Ave, #201,
Palisades Park, NJ 07650
Tel: 201-429-2866

154-05 Northern Blvd., #301-A
Flushing, NY 11354
Tel: 718-939-6137

WORKFORCE DEVELOPMENT

325 West 38th St, #1107,
New York, NY 10018
Tel: 929-300-8630,
929-341-8302

410 Broad Ave, #201,
Palisades Park, NJ, 07650
Tel: 201-429-2866

MENTAL HEALTH CLINIC

42-16 162nd St, 2FL,
Flushing, NY 11358
Tel: 718-366-9540

35-56 159th St., #2fl
Flushing, NY, 11358
Tel: 718-939-6137

410 Broad Ave, #201,
Palisades Park, NJ, 07650
Tel: 201-429-2866



- Have hand dexterity to use the computer, office equipment, phones and other devices.
- Ability to safely handle physical tasks, including transferring up to 15 pounds.
- Prolonged periods of sitting or standing while performing office duties.
- Frequent data entry tasks requiring the use of a keyboard and other office technology.
- Occasional travel required for events, or outreach activities.
- Primarily office-based, with occasional fieldwork or attendance at outdoor events as required.
- Flexible work hours may include occasional evening or weekend shifts to meet program needs.
- Collaborative team environment, requiring both independent work and interaction with colleagues.
- Regular interaction with a diverse client population, requiring effective communication in various settings, including virtual and in-person engagements.

Note

This job description does not specify or imply that these are the only duties to be performed. Employees may be required to follow additional job-related instructions and perform other duties as assigned by authorized staff. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

Compensation & Working Schedule:

- Annual Salary: \$50,000 – \$52,000, commensurate with skills and experience. Paid semi-monthly
- Hours: 40 hours per week, with occasional evenings and weekends as needed.

Application Process:

KCS will accept applications on a rolling basis until the position is filled. Only applicants selected for an interview will be contacted. Please send your cover letter and resume to Sara Kim, Director of PHRC. Email: skim@kcsny.org

HEADQUARTERS (ADC | EDUCATION | HR | IMMIGRATION | PHRC | WF Develop.)

203-05 32nd Ave,
Bayside, NY 11361
Tel: 718-939-6137

100 Grove St,
Tenafly, NJ 07670
Tel : 201-541-1200

OLDER ADULT CENTER

42-15 166th St,
Flushing, NY 11358
Tel: 718-886-8203

37-06 111th St,
Corona, NY 11368
Tel: 718-651-9220

633 W 115th St,
New York, NY 10025
Tel: 718-886-8203,
347-923-0124

PUBLIC HEALTH AND RESEARCH CENTER (1)

315 5th Ave, #705,
New York, NY 10016
Tel: 212-463-9685

2460 Lemoine Ave, #400P,
Fort Lee, NJ 07024
Tel: 201-364-8375

103-04 39th Ave, #103,
Corona, NY 11368
Tel: 917-396-4149

PUBLIC HEALTH AND RESEARCH CENTER (2)

410 Broad Ave, #201,
Palisades Park, NJ 07650
Tel: 201-429-2866

154-05 Northern Blvd., #301-A
Flushing, NY 11354
Tel: 718-939-6137

WORKFORCE DEVELOPMENT

325 West 38th St, #1107,
New York, NY 10018
Tel: 929-300-8630,
929-341-8302

410 Broad Ave. #201,
Palisades Park, NJ. 07650
Tel: 201-429-2866

MENTAL HEALTH CLINIC

42-16 162nd St, 2FL,
Flushing, NY 11358
Tel: 718-366-9540

35-56 159th St., #2fl
Flushing, NY. 11358
Tel: 718-939-6137

410 Broad Ave. #201,
Palisades Park, NJ. 07650
Tel: 201-429-2866