



Korean Community Services of Metropolitan New York, Inc.

Position title	Department & Location	Reports to
Engagement & Tech Support Specialist	NJ Aging	Program Manager
Employment status	FLSA status	Effective date
☒ Full-time ☐ Part-time ☐ Temporary ☐ Contract	☒ Nonexempt ☐ Exempt	07/01/2026

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.

Position Summary

The Engagement & Tech Support Specialist supports participant engagement, wellness monitoring, and technology-assisted outreach activities for socially isolated older adults enrolled in the NJ Wellness Senior Initiative. The position combines direct participant support, home visits, wellness check-ins, technology assistance, data collection, and documentation to promote social connectedness, reduce isolation, and improve overall wellbeing.

Essential Duties and Responsibilities

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

- Conduct home visits, wellness check-ins, and participant follow-up activities.
- Assist older adults with accessing virtual programs, digital communication platforms, and technology-based engagement opportunities.
- Provide one-on-one support to help participants use smartphones, tablets, video conferencing, and other digital tools.
- Coordinate participant schedules for wellness activities, educational workshops, and community engagement opportunities.
- Maintain accurate participant records, case notes, and program documentation.



- Enter and manage participant data in agency databases and reporting systems.
- Assist with participant recruitment, enrollment, and retention activities.
- Support referrals to community resources and supportive services.
- Track participant engagement and outcome measures.
- Assist with program evaluation, surveys, and reporting requirements.
- Collaborate with program staff and community partners to ensure continuity of participant support.
- Participate in staff meetings, trainings, and quality improvement activities.
- Perform other duties as assigned.

Education and Experience Requirements

- Associate's degree preferred; High School Diploma or GED required.
- Minimum one year of experience working with older adults, community programs, social services, healthcare, or related fields preferred.
- Experience providing technology assistance or digital literacy instruction preferred.
- Experience conducting outreach, case management support, or participant engagement activities preferred.

Minimum Qualifications (Knowledge, Skills, and Abilities)

Knowledge

- Cultural Sensitivity: Understanding of cultural differences and ability to work effectively with individuals from diverse backgrounds.
- Understanding of issues affecting older adults, including social isolation and barriers to accessing services.
- Knowledge of community-based services and resources.
- Understanding of culturally responsive service delivery.

Abilities

- 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.
- Ability to communicate effectively in English and Korean preferred.
- Ability to build rapport with older adults from diverse backgrounds.
- Ability to conduct home visits and community outreach activities.
- Ability to maintain confidentiality and professional boundaries.
 - Ability to work independently and as part of a team.



Skills

- Proficient with Google Workspace: Docs, Sheets, Calendar, Gmail, Slides
- Proficient with Microsoft Word, PowerPoint, Excel

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.

- Must be able to stand and walk a considerable amount of time, almost the entire workday.
- Have hand dexterity to use the computer, office equipment, books, and assist clients.
- Ability to travel throughout Bergen County for home visits and outreach activities.
- Ability to stand, walk, bend, and sit for extended periods.
- Ability to use computers, tablets, and office equipment.
- Ability to lift and carry materials weighing up to 25 pounds.

Note

Your labor allocation and project assignments may include responsibilities related to various program areas and projects, including but not limited to [NJ Aging Senior Wellness](#).

Employment remains strictly at-will. Project assignments, labor allocation, compensation, title, hours, and duties may be modified based on organizational, operational, or funding needs in accordance with applicable law.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

Compensation:
\$44,000 annually

Working Schedule:
0-40 hours per week



Job Description Acknowledgment

To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at will relationship.

I have reviewed the attached job description as outlined above and understand that I am responsible for all duties as outlined and other tasks as may be assigned. I understand that if I need accommodations to perform the essential functions of my job that I must contact my supervisor or Human Resources as soon as possible to begin an interactive process.

Reviewed with employee by:

Signature: _____

Name and title: _____

Date: _____

Received and accepted by:

Signature: _____

Name and title: _____

Date: _____

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.