



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	
Employment status	FLSA status	Effective date
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary <input type="checkbox"/> Contract	<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.

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.
- 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 a minimum of 2 events per month for 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.
- Regular interaction with a diverse client population, requiring effective communication in various settings, including virtual and in-person engagements.
- 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.

Minimum Qualifications (Knowledge, Skills, and Abilities)

Knowledge

- 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.
- Preference will be given to candidates who are fluent in English and Korean. However, proficiency in Spanish and Chinese will be highly valued.
- Knowledge of insurance, health services, and community resources related to exceptional health care needs, navigating social service eligibility, and budgeting guidelines is a plus.

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.

Skills

- 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.)

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.

- Have hand dexterity to use the keyboard, 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.
- 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.

Note

Your labor allocation and project assignments may include responsibilities related to various program areas and projects, including but not limited to CNN, Access Health, NYC CARE, and KNYC.

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.

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