



**Korean Community Services of Metropolitan New York, Inc.**

Position title	Department & Location	Reports to
Senior Program Coordinator	NY Education Department	Assistant Program Manager
	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	ASAP

**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 NY Education Department is seeking a passionate, dedicated, and creative full-time Senior Program Coordinator to join our team. This pivotal role supports the Education Department in the coordination, development, and daily operation of educational and community-based programs. Working closely with the Senior Program Manager, Assistant Program Manager, and program staff, the Senior Program Coordinator ensures effective program implementation, compliance with funding requirements, participant support, and overall program quality.

The ideal candidate is a detail-oriented, culturally responsive professional with a proven track record in education, community programming, and grant writing. He/She will bridge the gap between high-level program development and day-to-day administrative operations to support the department's goals and our broader organizational mission.

**Essential Duties and Responsibilities**

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

- Oversee the day-to-day operations of core educational and community initiatives, including the Young Adult Service Program (YASP), the Dr. Lee Hoon Scholarship, Art & Cultural Programming, and the ESOL Program.
- Coordinate program scheduling, staffing, and service delivery to ensure strict alignment with DYCD, ALE contract requirements, and organizational goals.
- Partner with the Senior Program Manager & Assistant Program Manager to design, develop, and launch new programmatic initiatives.



- Create and manage detailed project timelines to ensure all program tasks and milestones are met on schedule.
- Lead and assist in the strategic preparation and submission of federal, state, city, and foundation grant applications.
- Track contract deliverables, budgets, and timelines to guarantee compliance and ensure timely reporting to funding bodies.
- Maintain meticulous, up-to-date participant and program records within DYCD Connect, the Participant Tracking System (PTS), and NYS ASISTS.
- Analyze program data and metrics to evaluate performance, identify trends, and suggest data-driven program improvements.
- Guide participants through intake, goal-setting, and the creation of Individualized Service Plans (ISPs).
- Provide ongoing case management, monitor participant progress, offer supportive follow-up, and carefully document outcomes in PTS.
- Provide guidance, oversight, and professional support to program staff; conduct regular check-ins to ensure effective workload management.
- Conduct phone screenings and interviews for applicants across open positions, actively assisting with hiring coordination and candidate assessment.
- Foster and maintain strategic relationships with community-based organizations and government agencies, representing the organization during public events and outreach initiatives.
- Provide high-level administrative assistance, including managing inquiries, client outreach, and other duties as assigned by leadership.

### **Education and Experience Requirements**

- Bachelor's degree in Education, Social Work, Human Services, Public Administration, Non-Profit Management, or a related field. Master's degree in a related field preferred.
- Minimum of 1–3 years of professional experience in education programs, non-profit organizations, workforce development, youth services, or immigrant services.
- A strong commitment to public service and a genuine interest in working with the Asian-American community.
- Bilingual proficiency in English and Korean is highly preferred; additional fluency in another East Asian language (e.g., Mandarin, Cantonese) is a strong plus.
- Demonstrated experience working effectively within multicultural and immigrant communities.
- Direct experience with participant intake, case management, program coordination, or individualized service planning (ISPs).
- Prior experience working with grant-funded programs and compliance databases (specifically DYCD Connect, PTS, or NYS ASISTS) is a plus.

### **Minimum Qualifications (Knowledge, Skills, and Abilities)**



## **Knowledge**

- Deep understanding of cultural nuances and a proven ability to work effectively, empathetically, and adaptively with individuals from diverse, multicultural, and immigrant backgrounds.
- Strong understanding of non-profit and community-based operations, specifically within youth development, adult education, ESOL, and social service ecosystems.
- Familiarity with person-centered case management practices, participant support services, and individualized goal-setting.
- Solid foundational knowledge of grant compliance, data documentation, and reporting requirements for city, state, or federal funding streams.

## **Abilities**

- Ability to communicate clearly, persuasively, and empathetically, both verbally and in writing, in the languages necessary to perform the role (English, Korean, or both). This includes the ability to hear, speak, and be understood in the work environment, and to engage effectively with diverse populations and immigrant communities.
- Proven ability to multitask, manage shifting priorities, create project timelines, and meet strict deadlines in a fast-paced environment.
- Ability to work autonomously with strong self-direction, while remaining a highly collaborative, supportive, and reliable team player.
- Demonstrated capacity to maintain a high level of professionalism, integrity, and strict confidentiality regarding participant and organizational data.
- A proactive mindset with the ability to take initiative, anticipate programmatic needs, and apply strong critical thinking skills to resolve challenges.

## **Skills**

- Highly proficient in Google Workspace (Docs, Sheets, Calendar, Gmail, Slides) and Microsoft Office Suite (Word, Excel, PowerPoint). Ability to provide foundational technical troubleshooting and support to instructors as needed.
- Exceptional organizational and time management skills, marked by a strong attention to detail, high efficiency, and self-motivation.
- Demonstrated ability to coordinate multiple concurrent projects, prioritize workflows efficiently with minimal supervision, and meet tight deadlines in a dynamic environment.
- Excellent oral and written communication skills paired with strong interpersonal abilities to build lasting relationships with staff, volunteers, participants, and community partners.
- Proven capacity to analyze program data, maintain meticulous and accurate records, and prepare comprehensive reports for stakeholders.
- Strong teamwork mindset with a proactive approach to resolving challenges and supporting cross-departmental goals.

## **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.

- Primarily a weekday position, but must be available to work occasional weeknights and weekends as required by program events, outreach initiatives, and organizational needs.
- Must be able to stand and walk a considerable amount of time, almost the entire workday.
- Ability to sit for extended periods to support long meetings, execute intensive clerical/document-related tasks, and perform dedicated computer work.
- Strong hand dexterity to operate computers, standard office equipment, and learning materials. Ability to reach, bend, and physically assist students or clients during activities.
- Work is performed in both a standard professional office environment and dynamic, community-based program settings (such as classrooms and event spaces).
- Comfortable working outdoors in diverse weather conditions as needed for community engagement, street outreach, and public events.
- Ability to travel locally for community outreach, meetings, and external events.
- Capacity to maintain composure, handle crisis situations, and respond immediately to emergency situations in a safe, professional manner.
- Proven ability to manage multiple tasks simultaneously and maintain focus within a high-energy, fast-paced work environment.

### **Note**

Your labor allocation and project assignments may include responsibilities related to various program areas and projects, including but not limited to DYCD, ALE, and ONA Programs. 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:**

\$55,000 annually

### **Working Schedule:**

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.