



Korean Community Services of Metropolitan New York, Inc.

Position title	Department & Location	Reports to
Program Coordinator	NY Education Department	Senior Program Coordinator or Assistant Program Manager
	203-05 32nd Ave. Bayside, NY 11361	
Employment status	FLSA status	Effective date
<input type="checkbox"/> Full-time <input checked="" 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, organized, and detail-oriented part-time Program Coordinator to join our team. This dynamic role supports the department in the coordination, daily operation, and implementation of our educational and community-based programs. Working closely with leadership and program staff, the Coordinator will bridge the gap between high-level program development and day-to-day administrative operations to ensure program quality, participant support, and alignment with our organizational mission.

Essential Duties and Responsibilities

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

- Coordinate and assist with the day-to-day operations of key departmental initiatives, including the Young Adult Service Program (YASP), the Dr. Lee Hoon Scholarship, Art & Cultural Programming, and the ESOL Program.
- Ensure all programs align with departmental goals as well as DYCD and ALE contract requirements.
- Assist leadership in the preparation, drafting, and timely submission of federal, state, city, and foundation grant applications.
- Maintain accurate, up-to-date, and compliant participant records across multiple databases, including DYCD Connect, Participant Tracking System (PTS), and NYS ASISTS.
- Monitor contract deliverables and timelines to ensure all reporting and documentation are submitted on schedule.
- Analyze program data to evaluate performance, track participant trends, and suggest strategic program improvements.



- Assist with participant intake, collaborative goal-setting, and the development of Individualized Service Plans (ISPs).
- Monitor participant progress, provide proactive and supportive follow-up, and carefully document outcomes in PTS.
- Cultivate and maintain relationships with community-based organizations and government agencies, actively participating in outreach events.
- Provide collaborative guidance, resource-sharing, and day-to-day support to program staff to promote smooth operations.
- Support the department's hiring process by conducting initial phone screenings, coordinating interview schedules, and assisting with candidate assessments.
- Conduct regular check-ins with team members to assist with workload balance, workflow management, and troubleshooting challenges.
- Provide general administrative assistance, including managing program inquiries, conducting client outreach, and performing other duties as assigned by the supervisor.

Education and Experience Requirements

- High school diploma or equivalent required. Bachelor's degree in Education, Non-Profit Management, Social Services, or a related field.
- Prior experience in program coordination, education, community outreach, event planning, or youth development programs preferred.
- Strong interest and experience working with the Asian-American community.
- Bilingual proficiency in an East Asian language (such as Korean, Mandarin, or Cantonese) is highly preferred to best serve our community demographic.
- A strong commitment to public service and community advocacy; experience working within a non-profit environment is a plus.

Minimum Qualifications (Knowledge, Skills, and Abilities)

Knowledge

- Understanding of cultural nuances and the ability to work effectively, empathetically, and adaptively with individuals from diverse, multicultural, and immigrant backgrounds.
- Familiarity with non-profit operations, youth development, adult education, or ESOL program structures.
- Foundational understanding of supportive participant services and basic case management/goal-setting practices.
- Comfort working with data systems and a basic understanding of documentation standards required for government or foundation funding.

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, balance shifting priorities, and meet project timelines efficiently within a part-time schedule.
- Strong self-direction and ability to work productively with minimal supervision, while remaining a highly collaborative 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 capacity to take initiative, anticipate routine programmatic needs, and apply strong critical thinking skills to resolve daily challenges.

Skills

- Proficient in Google Workspace (Docs, Sheets, Calendar, Gmail) and Microsoft Office Suite (Word, Excel). Ability to provide basic tech support and troubleshooting for instructional staff as needed.
- Strong oral, written, and interpersonal communication skills to build supportive, welcoming relationships with staff, participants, volunteers, and community partners.
- Excellent organizational skills and attention to detail; proven capacity to help coordinate multiple project workflows, keep timelines on track, and meet deadlines efficiently.
- Strong ability to maintain meticulous, accurate records, assist in gathering program data, and help prepare routine updates for department stakeholders.
- A proactive team player who enjoys working cross-departmentally, taking initiative on daily tasks, and collaborating to resolve operational challenges.

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 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.
- Strong hand dexterity to operate computers, standard office equipment, and learning materials. Ability to reach, bend, and physically assist students or clients during activities.
- Comfortable working in a professional office environment as well as active, community-based settings such as classrooms, event spaces, and neighborhood locations.
- Ability to travel locally for community outreach, meetings, and events. This includes being comfortable outdoors during public events or street outreach as needed.
- Capacity to balance multiple daily tasks, stay organized in a lively community environment, and sit for standard periods to complete routine computer work and data entry.



- Ability to maintain a calm, professional demeanor during busy program hours and follow safety protocols to respond appropriately to routine participant needs or unexpected situations.
- Comfortable lifting and carrying program supplies or event materials up to 25 lbs.

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:

\$18-\$21/hr

Working Schedule:

0-20 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.