



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

Position title	Department & Location	Reports to
Program Coordinator	NJ Education Department	Senior Program Coordinator
	100 Grove St. Tenafly, NJ 07670	
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 Education Department in New Jersey is seeking a passionate, dedicated, and highly organized full-time Program Coordinator to join our team. This dynamic role is central to the success of our educational initiatives, balancing daily operational logistics with strategic program development.

The ideal candidate will manage communication with students, parents, and instructors, while also overseeing program compliance, data reporting, and community-based events. We are looking for a detail-oriented, culturally responsive professional with experience in education and community programming who can thrive in a fast-paced environment and manage multiple priorities with excellence.

### Essential Duties and Responsibilities

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

- Oversee and coordinate the day-to-day operations, scheduling, staffing, and overall service delivery for educational programs, camps, and workshops.
- Provide comprehensive administrative support, including answering inquiries, managing participant intake, and coordinating schedules with instructors.
- Assist Senior Program Coordinator and Senior Program Manager with any additional administrative and operational duties.
- Provide guidance, support, and operational coordination to program staff and volunteers through regular check-ins as needed.
- Assist with recruitment, phone screenings, and the hiring process for temporary or seasonal program staff.



- Serve as the primary point of contact for students, participants, parents, instructors, and community partners regarding enrollment, schedules, and program updates.
- Assist with case management services as needed, including monitoring participant progress, maintaining case notes, and providing follow-up support or resource referrals.
- Support, develop, and maintain strategic partnerships with schools, community-based organizations, and government agencies.
- Assist in strategizing and executing student recruitment efforts and community outreach activities.
- Plan, organize, and implement community events, educational workshops, seminars, and training sessions.
- Represent KCS in stakeholder meetings, community coalitions, and education-related networks.
- Maintain accurate participant records, attendance logs, and documentation using internal databases and reporting systems.
- Analyze program performance and community needs to identify trends, create impact reports for funders, and recommend program improvements.
- Research funding opportunities, assist with the preparation and drafting of grant proposals, and ensure strict compliance with all grant timelines and deliverables.
- Assist in managing program budgets and cross-departmental initiatives as assigned.
- Perform additional duties as assigned by the Senior Program Coordinator and/or Senior Program Manager to support the evolving needs of the department.

### **Education and Experience Requirements**

- Bachelor's or Master's degree in Education, Social Work, Nonprofit Management, Public Administration, or a related field.
- Bilingual fluency in Korean and English (strong verbal communication skills required for student, parent, and community engagement). The ability to read and write in Korean is preferred.
- Experience working with, or a strong interest in, the Asian-American specifically the Korean community.
- Minimum of 1 year of experience in education, youth development, community programming, social work, or nonprofit services.
- Preferred experience in grant writing, program development, and compliance/program reporting.
- Previous experience conducting outreach initiatives and building community partnerships.
- A strong, demonstrated commitment to public service and the nonprofit sector.

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

#### **Knowledge**



- Cultural Sensitivity: Understanding of cultural differences and ability to work effectively with individuals from diverse backgrounds.
- Knowledge of youth programs, adult education, ESOL, and cultural/art programming, with a strong preference for experience working directly with children and families.
- Understanding of program implementation, including scheduling, staffing, and day-to-day service delivery systems.
- Familiarity with the operational dynamics of nonprofit and community-based organizations.
- Understanding of basic case management processes and participant support services to assist families effectively.
- Strong cross-cultural competence with the ability to work effectively and empathetically with individuals from diverse backgrounds.
- Basic knowledge of grant compliance requirements and the deliverables tracking necessary for funder reporting.
- Foundational knowledge of community outreach strategies and partnership development.

### **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 work exceptionally well both independently (taking initiative to solve problems) and collaboratively within a team.
- Ability to effectively prioritize multiple tasks, manage competing timelines, and consistently meet deadlines in a fast-paced environment.
- Ability to adapt swiftly to changing priorities and operational needs.
- Ability to maintain a high level of professionalism, discretion, and confidentiality when handling sensitive student or family information.
- Ability to stay calm, exercise strong judgment, and respond immediately to crisis or emergency situations.
- Ability to build and maintain positive, trusting relationships with staff, participants, families, and community partners.
- Ability to communicate effectively and empathetically with diverse populations, including immigrant communities and various cultural backgrounds.
- Ability to provide guidance and consultation on education-related matters to families and participants.

### **Skills**

- Proficient with Google Workspace (Docs, Sheets, Calendar, Gmail, Slides).



- Familiarity with Microsoft Office Suite (Word, Excel, PowerPoint) or related program management software.
- Ability to maintain highly accurate records, support basic data management, and prepare professional reports/documents.
- Exceptional organizational skills with a demonstrated ability to coordinate multiple concurrent programs, schedules, and assignments efficiently with minimal supervision.
- Self-motivated, highly efficient, and possesses a sharp attention to detail under tight deadlines in a fast-paced environment.
- Strong critical thinking and problem-solving skills to smoothly support daily program operations and address issues effectively as they arise.
- Excellent oral, written, and interpersonal communication skills tailored for both professional corporate settings and diverse community-based environments.
- Strong ability to build, nurture, and maintain positive relationships with students, parents, staff, and community partners.
- Sharp public speaking and presentation skills preferred.

### **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 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 extended 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 Summer Camp, Adult Classes, and Youth Classes, Youth Internship Program, and other programs as assigned. 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:**

\$50,000 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.