ORGANIZATION: Korean Community Services of Metropolitan New York (KCS)
PROGRAM: Excluded Workers Fund Program (EWF)
JOB TITLE: Application Assistant
REPORTS TO: EWF Director & Manager
PROJECT TIMELINE: August 2021 – August 2022 (or until funds are exhausted)

ABOUT THE EXCLUDED WORKERS FUND PROGRAM: The Excluded Workers Fund (EWF) is an unprecedented $2.1 billion in funding that will provide financial relief for New Yorkers who have suffered income loss during the pandemic but were left out of relief efforts. KCS has been selected by New York State to provide direct assistance to those who need help applying for the Excluded Workers Fund.

ABOUT THE POSITION: We are seeking a tech-savvy, sociable, and detail-oriented individual with strong problem-solving skills to fill the role of the EWF Application Assistant. In collaboration with the NY Department of Labor, the Application Assistant will provide both in-person and telephone assistance to clients, helping them navigate eligibility rules and documentation requirements, and guiding them through the application submission process. The Application Assistant will ensure that all applications are processed correctly according to procedure and that all eligibility and enrollment functions are completed in a timely and accurate manner.

PRIMARY RESPONSIBILITIES
Working under the leadership of the EWF Director and/or Manager, the EWF Application Assistant will be expected to:

- Maintain expert knowledge of EWF eligibility rules, application processes, and the NY State Department of Labor Online Portal;
- Provide telephonic, written, and face-to-face engagement and enrollment services for landlords/tenants and make follow up calls/emails as appropriate;
- Communicate effectively with individuals/teams in the program to ensure high quality and timely expedition of client needs;
- Support KCS’ EWF Hotline Call Center;
- Manage application assistance activities including: attending weekly meetings, post-reporting, data entry and related tasks.
- Adhere to all data security and privacy protocols around EWF engagement;
- Support volunteer recruitment and training activities; and
- Other duties as assigned.

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QUALIFICATIONS

- High school graduation or equivalent and at least one year of experience in credentialing and enrollment work or application assistance centered activities in an area related to the duties as described above;
- Excellent interpersonal, organizational, writing and computer skills;
- Experience with data management and reporting;
- Understanding of New York City’s diversity and experience working with people of diverse backgrounds;
- Demonstrated proficiency in MS Office software with an emphasis on Excel, Word, and Gmail;
- Proficiency in written and spoken [English, Chinese, or Spanish];
- Ability to travel within New York City.

COMPENSATION: $15 to $19 /hourly (commensurate with experience)

HOW TO APPLY: Please submit your resume and cover letter to Helen Jang at helenjang@kcsny.org.