



EMPLOYMENT OPPORTUNITY

KYCC is committed to meeting the needs of the multicultural Koreatown community. We believe that delivering effective programs requires support staff that has the same passion and commitment as those who provide direct services. We expect our administrative staff to be respectful and flexible and to be driven to achieve their personal and professional goals.

We endeavor to be an employer of choice and are looking for candidates who will make an immediate and lasting contribution. We have been serving our diverse community for more than 40 years, and if you're passionate about using your skills and experiences to support our mission, we'd like to meet you.

CED Program Assistant (Bilingual Korean) (Full-time, Temporary, Non-Exempt)

Unit: Community Economic Development Services (CEDS)

Posting date: 3/24/2021

Salary: \$18-20.00 hourly DOE

Reports To: CED Manager

Positions Available: 1

Summary: Under the supervision of the Community Economic Development Manager, the CED Program Assistant is responsible for providing support to CED programs such as EDD assistance and Volunteer Income Tax Preparation (VITA). Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year. **This is a temporary, full-time, non-exempt position working 40 hours weekly, Monday-Saturday with some evening shifts. This temporary position is scheduled to start as soon as possible and expected to end May 20, 2021. *Training will be provided.***

Duties / Responsibilities:

- **Handle all incoming telephone calls by:**
 - Receiving and directing all incoming telephone calls as appropriate.
 - Scheduling client appointments.
 - Making reminder calls to clients about their appointments and informing them on what to bring to their appointment.
 - Providing information to clients about services and eligibility requirements.
- **Support the various CED programs at the KOA Site by:**
 - Working with EDD and VITA staff to effectively provide quality customer service to clients.
 - Providing administrative support for the EDD/VITA Site Supervisor, such as making appointments, managing intake and screening processes for program eligibility, utilizing program websites to assist clients, and providing interpretation services for clients.
 - Supporting CED programs in the coordination of meetings and other trainings hosted by CED.
- **Oversee flow of staff persons, visitors, and clients entering the CED office by:**
 - Providing excellent customer service to clients while maintaining professionalism.
 - Attending to walk-in clients while maintaining social distancing measures and making sure clients are following COVID-19 protocols and guidelines.
 - Training other staff and volunteers on client intake procedures.
 - Overseeing and providing feedback to staff and volunteers.
- **Attend relevant meetings and trainings.**
- **Other duties as assigned by the CED Manager.**



Minimum Requirements / Qualifications:

- **Bilingual capacity (English/Korean).**
- **Ability to work weekday hours 12pm-8:30pm.**
- A High school diploma or equivalent with at least two (2) years relevant work experience.
- Ability to organize and prepare documentation in a timely manner.
- Ability to pass the Internal Revenue Service certification for Volunteer Code of Conduct.
- Ability to use good judgment and discretion with sensitive information.
- Experience in the use of database applications.
- Possess initiative, flexibility, and the ability to work under pressure and without direct supervision.
- Proficient working knowledge of the use and operation of personal computers.
- Strong interpersonal, organizational, written and communication skills.
- Attention to detail and process-oriented.
- Ability to handle multiple tasks in a fast-paced environment.
- Strong commitment to working with a multicultural community.
- Ability to work collaboratively with others and a willingness to participate fully in the team process.
- Proof of passing a TB test and Live Scan fingerprint clearance.
- Proof of eligibility to work in the United States.
- Physical requirements: seeing to inspect written documents; ability to communicate with KYCC staff, clients and public; sitting and standing for extended periods of time; bending, kneeling and reaching to retrieve and replace files; and dexterity of hands and fingers to operate office equipment.

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