



## EMPLOYMENT OPPORTUNITY

Koreatown Youth & Community Center, Inc. (KYCC) is a non-profit organization that has been serving the Korean American and multi-ethnic Koreatown community since 1975. KYCC's programs and services are specifically directed towards recently immigrated, economically disadvantaged youth and their families. KYCC offers a wide array of programs including counseling, academic services, community outreach, business services, affordable housing, and neighborhood beautification.

We have been serving our diverse community for 50 years, and if you're passionate about creating change within our community, we'd like to meet you.

### Recovery Services Office Manager - (Full-time, Non-exempt)

**Unit:** Recovery Services  
**Updated:** 07/07/2026

**Reports To:** Recovery Services Manager  
**Salary:** \$25.00 - \$30.00 hourly DOE, plus BENEFITS

**Position Available:** 1

**Summary:** The Office Manager will support the Recovery Services Manager with administrative tasks such as billing, reports, and other program-related tasks. Additionally, they will be responsible for outreach to patients and community partners, providing education on the program's services and benefits. The ideal candidate should possess exceptional organizational and communication skills and have experience in billing. Typical schedule is Tuesday – Friday, 9-6 AM and Saturday 8 AM – 4:30 PM. This role requires full-time in office work or at a designated work location.

#### **Duties/ Responsibilities:**

##### **A. Provide administrative and clerical support to the RS Unit by:**

- Entering all claims data as required;
- Opening and closing client files as necessary;
- Completing and submitting error reports as required;
- Developing a manual of operations and updating it as necessary;
- In conjunction with the RS Manager, coordinate audits and ensure compliance with all contractual and regulatory mandates;
- Attending meetings and trainings related to the use and maintenance of the data systems as required;
- Scheduling meetings as requested, filing meeting notes, assisting with follow-up items from meetings;
- Ordering and maintaining office supplies and equipment.

##### **B. Support RS Unit activities related to:**

- Developing outreach activities to reach participants who are under-resourced and/or underserved;
- Outreaching and engaging community individuals who are underserved to enroll in RS services;
- Asset mapping, action plan development and implementation, and on-going evaluation for the targeted communities;
- Establishing and maintaining liaison with community organizations, local entities, and community stakeholders for outreach and engagement
- Completing data collection, reports, invoices and other documentation to ensure accuracy of member data, enrollment, services, and progress.
- Contract compliance activities including meeting the contract objectives, documentation requirements, coordinating evaluation activities, and other performance related issues.
- Monitoring and evaluating the effectiveness and efficiency of programmatic service delivery.

##### **C. Attend relevant meetings, trainings, events, and activities.**

##### **D. Perform other duties as assigned by Recovery Services Manager.**



**Minimum Requirements / Qualifications (All applicants MUST meet the minimum qualifications):**

- A high school diploma or diploma equivalent.
- Bilingual capacity (Spanish/English and/or Korean/English).
- One year experience with electronic health records system, particularly with Sage/PCNX or EXYM and claim submission experience with Drug Medi-Cal contract.
- Have a strong sense of prioritization and can coordinate multiple demands in a high-pressure environment.
- Ability to organize and prepare documentation via electronic health record systems in a timely manner.
- Working knowledge of the use and operation of personal computers.
- Ability to interact with the public or other employees in a professional, respectful, and courteous manner, practice good public relations and display sound judgment and decision-making skills in stressful situations, communicate in a professional and effective manner with others, both orally and in writing information, clearly and concisely, comprehend and follow verbal and written instructions.
- Knowledge and/or experience working with children, youth, and families from various socio-economic and cultural backgrounds.
- Possess initiative, flexibility, and the ability to work under pressure and exercise independent judgement.
- A valid Class C California Driver's License, access to personal automobile, and proof of auto insurance.
- Physical requirements: Seeing to inspect written documents; ability to communicate with KYCC staff, clients and public; sitting, standing and walking for extended periods of time; bending, kneeling and reaching to retrieve and replace files; and dexterity of hands and fingers to operate office equipment; and ability to lift up 40 lbs.

**Desired Qualifications:**

- A Bachelor's degree in Psychology, Sociology or other-related field from an accredited College or University.
- Familiarity working with Medi-Cal claims.
- Strong interpersonal, organizational, written and communication skills.
- Ability to work collaboratively with others and a willingness to participate fully in the team process.
- Certification in CPR (Youth & Adult) and First Aid training.

**NOTE:** The selected candidate will be required to complete a Livescan (fingerprint process) and/or background check and a TB test after a conditional offer of employment has been extended.

To apply, please submit a **cover letter and resume**.

**SUBMIT AN APPLICATION**