



## Job Description

**ORGANIZATION:** Korean Community Services of Metropolitan New York, Inc.

**POSITION TITLE:** Human Resources Manager

**DEPARTMENT:** HQ/Human Resources

**REPORTS TO:** Senior Officer & HQ Programs

**ABOUT THE ORGANIZATION:** Founded in 1973, Korean Community Services of Metropolitan New York, Inc (KCS) is the oldest and largest 501(c)(3) nonprofit organization assisting the Korean Americans and other immigrant communities in the greater New York City area with economic empowerment, social well-being, and health and wellness. KCS envisions a world where Koreans, Korean-Americans, and other immigrant communities work together to build a better American society; one based on empathy, mutual collaboration, and dedicated service. Therefore, our mission at KCS is to serve as a bridge for Korean Americans and other underprivileged communities, helping them to address their critical needs, and assisting them in overcoming any social, economic, or health-related barriers. In this capacity, KCS offers a range of professional and culturally competent service programs specializing in the areas of Aging, Education, Immigration, Mental Health, Public Health & Research, and Workforce Development. KCS provides these services at several locations across NYC primarily in Queens, Manhattan, and Brooklyn.

**ABOUT POSITION:** Korean Community Services of Metropolitan New York, Inc. is seeking a dedicated, experienced, and talented individual to serve as a Human Resources Manager within the administrative functions related to human resources management, employee development, and customer service. This position also conducts regular HR training for employees and supervisors. Human Resources also processes new hires, job vacancy notices and promotional paperwork, in addition to educating KCS employees about retirement plan, health insurance, leaves and workers compensation procedures, disability and paid family leave procedures, along with other employee benefits. The Human Resources Manager will work closely with Senior Officer & HQ Programs and develop Human Resources Department within HQ to ensure that all HR-related operational goals and procedures are identified and met.

### **SUPERVISORY RESPONSIBILITIES:**

- Builds and maintains a strong functional team through effective recruiting, interviewing, hiring, training, coaching, team building and succession planning.
- Oversees the daily workflow of the department.
- Acts as coach and mentor to all employees in the HR department.
- Provides constructive and timely performance evaluations.
- Handles discipline and termination of employees in accordance with company policy.

**HEADQUARTERS  
(ADULT DAYCARE  
EDUCATION | HR  
IMMIGRATION)**  
203-05 32nd Ave  
Bayside, NY 11361  
Phone: 718-939-6137

**FLUSHING OLDER  
ADULT CENTER**  
42-15 166th St  
Flushing, NY 11358  
Phone: 718-886-8203

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37-06 111th St  
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**PUBLIC HEALTH AND  
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325 West 38th St, #1107  
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42-16 162nd St, 2nd Fl  
Flushing, NY 11358  
Phone: 718-366-9540



### **DUTIES/RESPONSIBILITIES:**

- Responsible for a team of HR professionals who support the organization of approximately 170 staff.
- Overseeing recruitment, hiring, on-boarding and off-boarding employees, managing, developing, and implementing HR policies, maintaining employee records in compliance with city, state, and federal requirements and KCS policies.
- Work with staff and supervisors to resolve complex employee and labor relations issues or other sensitive personnel matters.
- Processing employee leave of absence, suspensions and terminations.
- Scheduling and conducting new hire orientations.
- Providing KCS employees with information pertaining to health benefits/coverage, insurance, payroll, retirement, deferred compensation and agency rules and regulations.
- Design, manage and oversee implementation of a staff training plan to increase awareness of core human resource policies, including professional advancement and navigating KCS employment policies.
- Responsible for staff who monitor and ensure that staff follow all agency-required trainings and certifications.
- Performing specific research on HR operational issues as requested and provide advice, assistance and follow up.

### **MINIMUM REQUIREMENTS:**

- A baccalaureate degree from an accredited college and four years of full-time professional satisfactory experience acquired in the last ten years in HR, at least 18 months of which must have been in a supervisory capacity, consisting of managerial experience clearly demonstrating the ability to perform difficult and responsible managerial work, requiring independent decision-making concerning program management, planning, allocation of resources, and the scheduling and assignment of work, or
- High school graduation or equivalent and seven years of experience in HR in an area related to the duties as described above.

### **REQUIRED SKILLS/ABILITIES:**

- At least 4 years of Human Resources Experience.
- Demonstrated expertise in New York City, State, and federal Human Resources procedures and processes.
- Multicultural competence, demonstrated commitment to promoting racial and gender equity.
- Experience as a manager with strong leadership qualities and decision-making responsibilities.
- Excellent interpersonal skills and exceptional communication skills.

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- Thorough understanding of state and federal laws concerning employee benefits and payroll.
- Experience implementing creative solutions and problem solving to address complex bureaucratic challenges.
- Commitment to enhancing workplace culture through promoting transparency, fairness, respect, and compassion.
- Well-versed in Family and Medical Leave policies, laws and other agency and citywide benefits.
- Prefer bilingual English and Korean.

**COMPENSATION:**

- Compensation commensurate with experience.

**TO APPLY:**

- KCS will accept applications on a rolling basis until the position is filled. KCS will only contact applicants who have been selected for an interview.
- Please send a copy of your cover letter and resume to Bryan Lee [brlee@kcsny.org](mailto:brlee@kcsny.org).

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