



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Energy Services Supervisor** assists with the day-to-day office operations of Energy Services programs. The supervisor ensures efficient and effective program operations, monitors, and participates in processing of applications. This position serves as the primary support person for ECIP/Upfront emergencies and coordinates with fuel vendors. Provides program orientation to new hires and ensures services delivered meet program requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Administration

1. Provides oversight and direction for the Energy Services team to maximize reach of program services.
2. Ensures efficient processes for program delivery, including pre-scheduling, mail/telephone applications and collecting required documentation and paperwork.
3. Assumes shared responsibility of all aspects of the Energy Services programs, including answering telephone, setting up appointments.
4. Completes program applications at central office & outreach sites.
5. Collects clear, concise and complete documentation, ensuring that each application meets the required documentation standards according to established rules, regulations and procedures set forth by the Federal and State entities.
6. Maintains client records/files in accordance with program requirements.
7. Certifies program applications according to regulations.
8. Determines client eligibility using consumption or design heat load calculation; documents all household income for 3 or 12 months.
9. Follows through with appropriate vendors to secure services.
10. Prepares required program reports.
11. Completes data entry, creates and updates documents, and performs general clerical duties.
12. Completes Purchase Orders for program(s) as authorized by the Program Director.
13. Handles logistics for home visits and town sites.
14. Provides Supportive Coaching for clients on budgeting when needed.
15. Makes appropriate referrals and coordinates with other social service programs.
16. Handles the ELP process: eligibility and input, denials and billings.

General Administration

1. Performs light housekeeping duties.
2. Attends monthly Energy/Housing Council meetings.

Planning

1. Assists in policy development and program planning.

Personnel Administration

1. Assumes supervisory role of Energy Services staff.
2. Maintains a team approach requiring standards of excellence in customer service.

Position Title:

Energy Services Supervisor

Department:

Energy Services

Reports To:

Community Services Director

Supervises:

Energy Services intake/certifiers

FLSA Status:

Non-Exempt

Salary Range:

RH1/L2

Last Revised/Approved:

March 2021

3. Provides orientation and ongoing training identified for supervised staff.
4. Cross trains staff to do intake and data entry.
5. Supervises, coaches, and manages staff in accordance with WCAP Policies and Procedures.

Professional Development

1. Keeps up to date on state and federal regulations governing all aspects relevant to this position
2. Participates in other local and state level meetings/trainings related to all aspects of this position
3. Participates in any required trainings, meetings and professional development activities.

Leadership and Teamwork

1. Collaborates with all partner agencies to assure effective communication processes across agencies
2. Adheres to policies in the use of computer technology and all telecommunication devices.

Safety and Wellness

1. Actively promotes safety and accident prevention within the workplace
2. Reports any unsafe conditions, incidents and/or accidents immediately

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand, and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds regularly, and occasionally up to 35 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a business office or community setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and weekend time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance.
- Ability to meet WCAP background clearance requirements.

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least four years of prior related experience or office management experience required.
- Two years supervisory experience preferred.
- Ability to interpret program rules and regulations.
- Strong communication skills, verbally and in writing.
- Strong organizational and time management skills.
- Ability to multi-task in a busy, fast paced office
- Proficient in Microsoft Word, Excel and Outlook.

Education Requirements:

The following education requirements are considered essential:

- Associate's degree in social services or other related field required, Bachelor's degree preferred.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date