

Employee Name: _____

SEMCAC Job Description

Job Title: Program Manager
Department: Energy Assistance Program, Energy and Housing Services
Reports To: Energy and Housing Services Director
FLSA Status: Non-Exempt

SUMMARY

This position supports the Energy Assistance Program to reach goals, specifically through administration of key components of the program. This position plans, directs, and coordinates activities of the Energy Assistance Program. This position operates in a team approach to maintain continuity of comprehensive services to clients and staff. The employee will be able to perform the following duties personally or with subordinate staff. The employee will also be able to perform the work of an Energy Assistance Caseworker.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as required due to the ever-evolving Energy Assistance Program guidelines.

This position is full-time and overtime is offered as needed.

Responsible to train and support the Energy Assistance Program Caseworkers while working directly with the Energy and Housing Services Director to design workflow and staffing to administer the program effectively.

All Caseworkers are responsible for determining eligibility, provide administrative assistance and makes proper referrals. The Caseworker administers the consumer's data that is used to determine the EAP grant. Notes are maintained in the computer software identified as eHEAT. Ensures that all consumers are treated fairly and all decisions made follow agency and program policies. Interview the consumer with the objective to verify necessary factual information needed to complete the EAP application.

Determines eligibility of the consumer applying for the EAP program to include authority to guarantee emergency payments that require immediate attention.

Reviews all Energy Assistance Program guidelines to determine funding and time limitations, procedures for accomplishing program, staffing requirements, and allotment of available resources to various parts of program are done in a timely manner along with the assistance of the Energy and Housing Services Director.

Assists the Energy and Housing Services Director with budgets, program reports, meetings, training, service announcements and proper dissemination of current information to all staff as well as some communication with the State of Minnesota, Department of Commerce.

Correspond respectfully and professionally to the culture, lifestyle, language and values of each client and contractor. Provides the consumer with other community resources available. Makes proper referrals and contact with community resources when needed.

Responds to initial complaints from the consumer and informs them of the right to appeal process. Must work with the Energy and Housing Services Director if a written appeal is received.

Represent the Energy Assistance Program and Semcac in the community and support effective community partnerships while advocating for the Program and Semcac.

Maintain strict confidentiality concerning client, staff and agency matters.

Assists with recruitment or assignment of project personnel.

Confers with project staff to outline work plan, assign duties and responsibilities, scope of authority, provides technical advice and direction to resolve problems.

Directs and coordinates activities of project personnel to ensure program progresses on schedule and within prescribed budget.

Prepares project reports and manages budgets for multiple funding sources and agency with the Energy and Housing Services Director.

Coordinates program activities & trainings in conjunction with governmental agencies and vendors. Equips and ensures all staff is prepared to do their assignments.

Utilizes various office equipment such as computer, fax, copy machine, document scanners, and folding machine as well as multiple software programs.

SUPERVISORY RESPONSIBILITIES

Lead the Energy Assistance Program administrative staff in the Rushford office. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws with guidance from the Energy and Housing Services Director. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work. Gives feedback to Energy and Housing Services Director in appraising staff performance, rewarding and disciplining employees, addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) or equivalent from two-year college or technical school and one (1) year related experience and/or training; or equivalent combination of education and/or experience.

LANGUAGE SKILLS

Must have excellent communication skills. Must be able to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

ACCOUNTABILITY

The employee in this position will be expected to have a pleasant demeanor, a positive attitude, and a team commitment. The employee must be willing to engage in professional development efforts as available for the position and as requested by their supervisor. The employee in this position is accountable to the Energy and Housing Services Director for completion of assignments, high standards of accuracy, attention to detail, and timely completion of assignments and tasks.

CERTIFICATES, LICENSES, REGISTRATIONS

Driver's license or ability to travel when needed.

OTHER SKILLS AND ABILITIES

Abilities that supports effective Agency administration planning and operation.

Excellent written and oral communication skills.

Demonstrated interpersonal skills.

Demonstrated professional judgment, tact, initiative, and resourcefulness.

TECHNOLOGY

To perform this job successfully, an individual should have knowledge of Microsoft Office software (i.e. Word, Excel, Access, Outlook). As well as various Web-based applications and State mandated applications – eHEAT, LaserFiche, Sage/MIP non-profit accounting software, etc.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee 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 regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

THIS JOB DESCRIPTION IS NOT INTENDED TO BE ALL INCLUSIVE, AND THE ENERGY ASSISTANCE PROGRAM MANAGER WILL ALSO PERFORM OTHER RELATED DUTIES AS ASSIGNED.

SEMCAC RESERVES THE RIGHT TO REVISE OR CHANGE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

SEMCAC IS AN EQUAL OPPORTUNITY EMPLOYER.

DO NOT ANSWER THIS QUESTION UNLESS YOU HAVE BEEN INFORMED ABOUT THE REQUIREMENTS DESCRIBED IN THIS JOB DESCRIPTION

Are you capable of performing, in a reasonable manner, with or without reasonable accommodation, the activities described in this job description?

Please check one: Yes No

Employee Signature

Date

Supervisor Signature

Date

Director Signature

Date