SEMCAC
Job Description

Job Title: Program Specialist
Department: Weatherization Assistance Program, Energy and Housing Services
Reports To: Weatherization Program Manager, Energy and Housing Services Director
FLSA Status: Non-exempt
Wage Range: $19.70 – $24.14

SUMMARY
Responsible for assigning, monitoring, planning and scheduling work activities for the Weatherization Housing Rehabilitation Specialists and clients. Determines and prioritizes households eligible for the Weatherization program. Works with the Weatherization Program Manager and Energy and Housing Services Director to ensure compliance of program mandates.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Determine and prioritize all households according to current program requirements by verifying prior weatherization services have not been utilized; home ownership; assess deferral reasons; ensures equal opportunities among our 8-county service territory; ensures equal opportunity among homeowners, renters and housing types; maintains priority based on household need.

Verifies home ownership or obtains landlord permission on rental properties.

Prepares client files, maintains & distributes accurate documentation.

Log deferrals accurately for reference based on funding availability.

Delegate work assignments for all Housing Rehabilitation Specialists. Troubleshoot job assignments that fail to happen and prepare a new appointment.

Field client questions within Weatherization or referrals to other departments and/or organizations. As well as addressing client concerns and praise.

Maintains correspondence with clients regarding the Weatherization project and process.

Determines household eligibility for the Conservation Improvement Program and provides that data to the Housing Rehabilitation Specialists for evaluation.

Tracks and manages Weatherization Program referrals.

Order supplies for the program. Reviews and accurately distributes mileage logs.

Enter client surveys in web-based program.

SUPERVISORY RESPONSIBILITIES
This job has no supervisory responsibilities.

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
One year certificate from college or technical school; or three to six months related experience and/or training experience; or equivalent combination of education and experience.

LANGUAGE SKILLS
Ability to read and interpret documents such as safety rules, state mandates, operating instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

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

TECHNOLOGY
To perform this job successfully, an individual should have knowledge of Microsoft office programs, databases, and Internet-based programs. As well as utilizing a multi-line phone, fax, copy machine and scanners.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

ACCOUNTABILITY
The employee in this position will be expected to have a pleasant demeanor, a positive attitude, and 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 Weatherization Program Manager and/or Energy & Housing Services Director for completion of assignments, high standards of accuracy, attention to detail, and timely completion of assignments and tasks.

CERTIFICATES, LICENSES, REGISTRATIONS
Drivers license or access reliable transportation.

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 is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 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.

The noise level in the work environment is usually moderate.

THIS JOB DESCRIPTION IS NOT INTENDED TO BE ALL INCLUSIVE, AND THE WEATHERIZATION PROGRAM SPECIALIST 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