

**Position: Weatherization Assistant**

**Job Status: Grade 9, Step depending on experience and qualifications**

**I. General Responsibilities:**

It is the responsibility of all EOAC employees to support EOAC's mission and goals, to respect the confidentiality of all who come to us for information or assistance, and to personally maintain the dignity and integrity of one who is placed in a position of public trust. We all bear the responsibility of improving the organization, communicating openly and empowering each other to excel at our work and maintain confidentiality of client/agent information as required by State and Federal laws, appropriate regulations, and professional practice standards.

**II. Minimum Qualifications:**

- High school diploma or equivalent required
- Minimum of one (1) year clerical, administrative or related work experience
- Demonstrated experience working for a non-profit organization or community action agency weatherization and/or energy program
- Bilingual in English and Spanish a plus
- Must successfully complete a criminal background check
- Must have a working knowledge of computers, internet, and programs such as word processing, creating spreadsheets, managing files and records, transcription, designing and developing forms, and other office procedures and terminology
- Must also have the knowledge to operate other office machines such as fax machines, calculator, scanner, printer, copier and telephone
- Ability to plan, organize, and manage multiple projects and priorities simultaneously; ability to meet deadlines and work effectively under pressure

- Must have the ability to use sound judgment and make timely decisions based on careful, objective review and analysis of available considerations and factors
- Have the ability to deal with frequent change, delays or unexpected events and adapt to changes accordingly in the workplace
- May be required to sit, talk, hear see, use hands to finger, handle or feel objects, tools or controls, and reach with hands and arms. Occasionally required to stand, walk, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities include close vision, distance vision depth perception, and the ability to adjust focus. Manual dexterity sufficient to operate standard office equipment and tools is required. Must occasionally lift and/or move up to 30 pounds.

### **III. Specific Responsibilities:**

- Greet public in a pleasant manner; answers phones and inquiries about the Weatherization program and operations; directs clients and callers to proper staff member; takes messages and delivers to appropriate staff member; provides information to callers as needed
- Accepts and processes client applications in a timely and accurate manner and in accordance with program procedures, policies and contracts; manages priority list
- Distributes proper forms to clients seeking assistance and retains completed forms for program
- Assists and prepares required funding source reports, monthly and quarterly reports, billings, timesheets, crew scheduling and program/client files and energy required NEAT information
- Provides customer service to clients, including but not limited to, applicant intake, generating work orders for contractors, scheduling appointments and responding to client concerns or questions
- Receives and distributes incoming mail, packages, equipment and supplies; arranges for the posting of outgoing mail
- Prepares payment requests and collects necessary documentation to pay contractors after work completion; reviews and processes contractor invoices

- Assists the Weatherization Director in strategic planning for future housing ventures, including conduction and updating housing needs assessments, work plans, budget estimates and preparing funding applications for submission to funding sources
- Assists in the coordination of purchasing activities including ordering, procuring, receiving, storing, inventory control and distribution of supplies and materials for projects
- Assists with outreach activities to identify and recruit qualified program participants throughout the service area
- Assists in the tracking of projects and activities throughout weatherization process; works closely with construction departments, staff and clients in order to ensure coordinated project activities and timely completion
- Maintains records that are complete and accurate and ensures documentation of delivered services in client files and program systems; updates client files as necessary or as required for compliance and reporting purposes
- Makes client referrals to other existing human service programs as necessary
- Stays informed about project related legislation and technical developments
- Other duties as assigned

**Immediate Supervisor:      Weatherization Director**

**Date of Approval** \_\_\_\_\_