POSITION DESCRIPTION

Title:	**Date Prepared/Reviewed:**
Energy & Rehab Specialist (SENDCAA)	4/21/2011, 10/20/2015, 12/20/2019, 09/09/2025
Reports to:	**Supervises:**
Energy & Rehab Intake Lead	N/A

Purpose of Position:

To provide administrative support to the Energy and Rehab department and provide a high level of client support. Embrace SENDCAA's Core Values of Dependability, Compassion, Solution-Focused, Passion, and Empowerment.

Below are the essential duties of this position. Other duties may be assigned as needed.

ESSENTIAL DUTIES:

- Send applications for energy conservation or emergency heating/cooling to clients and guide them through the application process. Contact community resources regarding referrals and follow-up.
- Enter data and maintain files in tracking software that relate to client data file, job costs, inventory, materials and completions. Assist Intake Lead in determining data necessary for program analysis. Generate monthly program reports as directed by Lead and/or Coordinator.
- Maintain weatherization jobs tracking list, contractor license/insurance documentation, cooling and furnace program client list. Assemble energy conservation plans for weatherization clients.
- Work with all Energy and Rehab Staff and outside contractors to facilitate a speedy solution to unforeseen job site situations and ensure proposed solutions comply with department policies and procedures.
- Inform Lead and Energy and Rehab team members of pending emergency heating projects. Provide authorization to contractors on client accounts.
- Perform general bookkeeping duties and assist with budgeting and reporting process.
- Conduct intake process and meet with clients as needed. Make referrals to Agency and community resources. Provide a high level of customer support. Address client and contractor requests.
- Submit completed applications for energy conservation assistance or emergency heating assistance to Coordinator for approval.
- Assist in maintaining adequate weatherization inventory levels. Subject to approval, order weatherization materials and supplies as necessary. Maintain accurate material and inventory records.
- Ensure the proper recording of invoices of vehicle expenses, vehicle use and maintenance logs and equipment maintenance logs.
- Prepare and distribute various literature to a variety of agencies and clients. Assemble weatherization client file contents package for use by energy auditors.
- Assist with grant writing process.
- Review completed work orders, update appropriate lists, and help to schedule onsite activities.
- Perform various office duties such as setting up files, data entry, developing needed forms, bulk mailings, purchase orders, photocopying, etc.

HOME and Helping Hand

- Assist with the day to day operations of the HOME Rehab program including: application approval or denial, income verification, estimating, bid preparation, bid release, inspections and required completion documentation and procedures within the grant requirements.

- Assist with the day to day operations of the Helping Hand grant including: application approval or denial, income verification, estimating, bid preparation, bid release, inspections and required completion documentation and procedures within the grant requirements.

Other Duties

- Maintain good client/Agency relations, act professionally, and represent the Agency in a positive manner. Maintain confidentiality of client and staff information.

- Report to supervisor any observations that may be a concern, particularly as defined by the SENDCAA Child Abuse/Neglect Plan and/or clients struggling with substance abuse, mental and/or emotional disorders or other issues.

- Take the initiative to identify problems, use judgment to find appropriate solutions and follow through on resolving issues in a timely manner.

- Participate in relevant training.

- Support team efforts; actively work to generate respect and enthusiasm, cooperate with others, and actively learn from other team members.

- Interact and communicate with clients and other staff in a professional and appropriate manner and respond to and give feedback in a respectful and positive manner.

- Report to work on time prepared to perform the duties of the position and willing to perform the duties as workload necessitates.

OTHER DUTIES:

- Attend all non-mandatory meetings and training sessions as required.

- Perform other duties as assigned or requested.

Education/Training Required:	**Minimum Experience and Skills Required:**
• 2 year degree in Administration, Business, or related field; or equivalent experience.	To perform the duties of this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below outline the knowledge, skills, abilities, and competencies that are required in this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. • 1-year experience in office settings. • Experience in or knowledge of construction or related field. • Knowledge of modern office practices and procedures. • Skill in data processing and entry. • Skill in the operation of basic office equipment and machines such as computer, copier, fax, etc. • Knowledge and ability in operating a variety of software programs. • Knowledge and skill in basic bookkeeping. • Ability to read and interpret documents such as operating and maintenance instructions and procedure manuals.

	• Ability to write routine reports and correspondence. • Basic math understanding and ability. • Ability to apply common sense understanding to carry out written or oral instructions. • Ability to communicate effectively, verbally and in writing, with clients and staff. • Ability to interact with others in a professional and appropriate manner. • Ability to work effectively with a diverse group of individuals, including clients and co-workers, and to maintain effective working relationships with SENDCAA clients and staff. • Ability to perform work with independence under general direction from supervisor. • Capable of reporting to work on time prepared to perform the essential duties of the position and willingness to perform duties as workload necessitates. • Ability to carry out duties of this position while helping to fulfill SENDCAA's mission and while adhering to policies, procedures, and regulations.
Education/Training Preferred: • 2 year degree	**Experience and Skills Preferred:**

The working conditions and environment and the physical requirements/activities listed below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions and Environment: While performing the duties of this position, the individual generally has good working conditions. The employee is often exposed to moderate noise from office equipment and co-workers.

Physical Requirements/Activities: While performing the duties of this position, the individual is regularly required to stand, walk, sit, bend, carry, reach with hands and arms, use hands to finger, handle, feel, and use office equipment, and communicate (talk and hear). Occasionally, the employee is required to climb, jump, crouch, crawl, squat, push, pull, lift, twist, stoop, or kneel.

Frequently or constantly, the employee is required to lift or exert force of up to 10 pounds of force to lift, carry, push, pull or otherwise move objects, including the human body. Occasionally, the employee is required to lift or exert force of up to 25 pounds of force to lift, carry, push, pull, or otherwise move objects, including the human body. Intermittently, the individual is required to lift or exert force of up to 50 pounds of force to lift, carry, push, pull or otherwise move objects, including the human body.

The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.

I have read and understand the above Position Description:

Employee Signature **Date**