



Byrd Barr Place

Job Description

Program Assistant

Department: Energy Assistance Program

Position Title: Program Assistant

Reports To: Program Manager

Staff Supervision: None

Salary/Wage: Nonexempt: \$15.11 - \$17.64 Hourly Range

Benefits: Byrd Barr Place provides a comprehensive benefits package including, Medical, dental and vision coverage; employer contributed FSA or HSA, employer-matched 401(k) plan, short and long-term disability, group life and accident insurance. One floating holiday per year, annual vacation leave accrual, annual sick leave accrual and paid holidays.

About Byrd Barr Place: We are a Seattle non-profit with a mission to help ensure all people in the Seattle area have the opportunity to be self-sufficient by providing access to basic needs and programs that educate and nourish, creating a thriving community of neighbors helping neighbors. Byrd Barr Place is a historically Black organization, founded during the height of the civil rights movement in the 1960's. Today our vision remains to provide equitable opportunities and services to Black households, low-income families, and people of color in Seattle's Central District neighborhood, and our primary measure of success remains effectively providing for the immediate needs of our clients.

General Job Description:

This job is responsible for coordinating the enrollment of clients and monitoring the intake of applications for Byrd Barr Place's Energy Assistance Programs. The Program Assistant will manage the process for incoming applications by reviewing, tracking, and examining client files and submitted documentation. This role also serves as a Customer Service Specialist by answering detailed program related questions, marketing the program, consulting with clients in person and over the phone by explaining program rules and qualifications, and following-up with



application status notifications for clients and partners. This job will entail a high emphasis on working closely with program partners, and energy program staff.

Responsibilities:

- Educate and inform clients and partners of enrollment process, program guidelines, and policies
- Provide highly professional phone and in-person consultation, as well as email responses to address clients' and partners' needs, questions, concerns, and program inquiries
- Manage incoming and outgoing applications by preparing detailed and accurate information, forms, and utilizing tracking tools expertly
- Coordinate enrollment processing system by evaluating completeness of incoming applications
- Reach out to clients via email, phone, and mail for incomplete applications
- Perform communication, outreach and marketing, relating to Energy Assistance as required
- Manage databases, electronic files, and tracking tools with high attention to detail
- Maintain strict confidentiality of all information pertaining to clients and staff
- Ability to work independently and as a team in a high-volume and fast-paced environment
- Daily tasks include checking emails/phone calls, assisting reception staff with incoming calls as needed, and submitting mailed, in-person, and emailed applications into database
- Other duties as assigned by Program Manager

• **Minimum Qualifications:**

- Strong organizational skills, clear communication and listening skills
- Excellent decision-making, problem-solving, and analytical abilities
- Demonstrated passion for excellence with respect to treating and caring for clients
- Demonstrated ability to communicate and effectively interact with people across cultures, ranges of ability, genders, ethnicities, and races
- Bring to the role knowledge of the history of discrimination in America, especially as it relates to race and racism, and how that history has led to the racial disparities experienced BIPOC communities, people with disabilities, LGBTQ+ communities, and others
- Pleasant, patient, and calm demeanor in high stress situations and when handling customer complaints



- Proficiency in Microsoft programs including (Word, Outlook, Excel, Publisher) and experience accessing and utilizing databases
- Background knowledge in Salesforce
- Ability to work in an office setting that requires extensive computer use for long periods of time
- Ability to perform tasks involving repetitive arm and hand movements; such as extensive usage of a keyboard is essential
- At least one year of relevant experience in an administrative assistant position
- High School Diploma or G.E.D
- Customer service and administrative experience in a social service setting a plus
- Bi-lingual or multi-lingual in a language other than English a plus