

Byrd Barr Place
Energy Assistance Program Coordinator
Job Description

Department: Energy Assistance Program

Position Title: Program Coordinator

Reports To: Program Manager

Salary/Wage: \$16.86 - \$21.07 hourly wage

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.

General Description: The Program Coordinator will support the Program Manager and Energy Program staff in the development and implementation of processes and tactics that ensure the department's standards, productivity and customer service goals are met. A large part of this role will entail compliance with program contracts, community engagement, ensuring integrity of program files and helping to achieve overall program spending goals and deadlines set by Program Manager.

Responsibilities:

- Create and submit weekly uploads and pledge lists and respond to inquiries from program vendors
- Create and submit monthly paylists and respond to inquiries from program vendors
- Manage Emergency Pledges, and ensure compliance with our 24-48 hour Emergency process policy
- Process energy applications for unique cases or as necessary
- Resolve issues that arise amongst applicants, staff and partners
- Assist energy staff and front desk with complex client cases and questions
- Regular communication with accounting department and program manager in regards to grant payments, and effectively communicating this information with clients
- Assisting in staff training for new, and returning staff
- Provide excellent customer service to applicants and partners through phone, email and written correspondence, as well as in-person
- Assist with outreach activities through planning, attending events, site visits, developing materials and developing relationships with existing and new partners
- Presentation of Byrd Barr's services and programs, specific to Energy Assistance
- Develop agency materials, forms and other documents to improve communications and clarify policies and procedures to vendors, clients, and staff
- Collaborate with Program Manager to continuously improve agency operations and create program spending goals
- Ensure distribution of applications to staff members for evaluating, processing, and reviewing
- Manage EAP inbox for application submissions, status updates, and general inquiries on occasion
- Meet with EAP staff members individually to evaluate workloads, obstacles, opportunities for growth, and personal check-ins

- Review denials for accuracy
- Other duties as assigned

Qualification

- Associate degree required; Bachelor's degree desired
- 2 years of customer service experience
- Excellent written and verbal communication skills
- Microsoft Office proficiency
- Ability to analyze and evaluate different forms of data
- In depth program knowledge and understating of the LIHEAP and PSE HELP Programs and policies
- Customer-oriented focus with an innate understanding of exceptional customer service
- High-level of problem solving, and critical thinking abilities
- Positive and approachable team player
- Having a can-do attitude, that requires minimal supervision
- Ability to handle an adapting role, with challenging demands
- Strong interpersonal skills, and ability to de-escalate during challenging situations
- Possess the ability to communicate with persons of diverse, social, economic, cultural and racial backgrounds
- Salesforce experience preferred