



Byrd Barr Place Energy Assistance Program Coordinator Job Description

Department: Energy Assistance Program

Position Title: Program Coordinator

Reports To: Program Director

Salary/Wage: non-exempt. \$22.00- \$25.00 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 Coordinators support the Energy Assistance Program (EAP) team in the development and implementation of processes and tactics that ensure the department's standards, productivity and customer service goals are met. This role includes community engagement, reporting and people management responsibilities.

Essential Duties and Responsibilities include the following. Other duties, responsibilities, and activities may change or be assigned at any time. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Reporting & Tracking Responsibilities:

- Responsible for ensuring BBP submits accurate and timely pay and pledge list submissions to Commerce, working closely with other team members (I.e. Data & Salesforce Coordinator) as needed.
- Maintain accurate and reliable documentation of all payroll and pledge list uploads
- Support accounting department and Program Director to track grant payments, and effectively communicate updates with clients.
- Collaborate with Program Director to continuously improve agency operations and create program spend-down goals
- Serve as primary EAP application and workflow Subject Matter Expert for Salesforce improvements.

Team Coordinator Responsibilities

- Support the Client Advocates troubleshooting issues around application processing; help resolve sensitive client questions or issues that arise amongst applicants. Support energy assistance program and front desk staff with complex client cases and questions
- Participate in and support offsite client outreach activities

- Monitor team to ensure effective and efficient distribution of applications to Client Advocate team, to facilitate accurate and timely processing and reviewing of all application types. Includes monitoring application backlog on a regular basis.
- Provide timely, regular feedback to Client Advocates
- Manage processing of Emergency Pledges, and ensure compliance with our 24-48 hour Emergency process policy
- Responsible for ensuring the EAP Client Advocate team is effectively monitoring EAP inbox for application submissions, status updates, and general inquiries.
- Define and maintain workflows for the EAP team, including plans back ups
- Manage AC and Water program applications and activities
- Review application denials for accuracy
- Develop and implement a process for auditing processed applications on a regular basis.
- Respond in a timely manner to inquiries from EAP program vendors (i.e. Seattle Public Utilities, Puget Sound Energy, etc.)
- Processing energy applications for unique cases or as necessary if the team is short-staffed temporarily

Training & Onboarding Responsibilities:

- Responsible for ensuring EAP workflow training is documented and up to date every contract year.
- Teach EAP application requirements and EAP workflow to all new staff. Lead annual trainings to update all staff on the requirements and process before the start of every new program year.

Position Requirements

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.

- 3+ years' experience in customer-facing role and highly capable demonstrated customer experience
- Strong organization and project management skills
- Ability to provide excellent customer service to applicants and partners through phone, email and written correspondence, as well as in-person
- Excellent written and verbal communication skills, including an ability to connect & communicate with persons of diverse, social, economic, cultural and racial backgrounds
- Ability to be adaptable and creative meeting changing needs of program team, clients and partners
- Positive and approachable team player and a demonstrated ability to build trust
- Ability to work independently and in a team environment
- Strong interpersonal skills, and ability to de-escalate during challenging situations
- Problem solving skills and process oriented and/or analytical thinking skills
- Microsoft Office (Excel, Outlook, Word) proficiency
- Ability to learn and successfully navigate Salesforce CRM platform

Desired Skills or Experience:

- Salesforce experience
- Associate or Bachelor's degree in related area