



Byrd Barr Place
Energy Assistance Program Assistant - Temporary
Job Description

Department: Energy Assistance Program (EAP)
Position Title: Program Assistant
Reports To: Manager of EAP/Director of Operations
Pay Range: Non-exempt, \$22-\$25 per hour, depending on experience
Schedule: Monday – Friday 9am – 5pm **On-site (not remote)**
Location: 722 18th Ave Seattle, WA 98122

General Description:

The Energy Assistance Program (EAP) provides crucial resources to ensure that individuals and families have access to essential services while navigating financial hardships. We are currently seeking dedicated, detail-oriented Program Assistants to support our EAP operations. The Program Assistant plays a critical role in EAP by receiving, evaluating, and verifying applications, ensuring timely processing as the first step toward energy assistance approval.

This temporary position is part of a three-month evaluation period and serves as a developmental role within Byrd Barr Place's EAP. During this time, the Program Assistant will have the opportunity to master the foundational aspects of client advocacy, including program operations, direct client support, and administrative efficiency. Candidates who demonstrate proficiency in these areas may transition into a permanent Client Advocate role.

Program Assistants are responsible for thoroughly reviewing applications, checking for accuracy, compliance, and completeness, and working with clients to resolve missing or incomplete information before forwarding applications to the Client Advocate for final processing. This role is highly detail-oriented, requiring strong organizational skills, problem-solving abilities, and a commitment to accuracy in supporting efficient and effective program operations.

This entry-level position is a great way to deepen your existing social service or non-profit experience with more program oversight and client services. It's also a great place to pivot from the for-profit sector to impactful, community-focused work with a historically Black-led organization dedicated to empowering people, especially Black Washingtonians, to live healthier, more prosperous lives.

Members of BIPOC (black, indigenous, people of color) communities, or people who have personal experience in historically marginalized and excluded communities are especially encouraged to apply.



Duties and Responsibilities:

1. Application Evaluation & Verification

- Conduct thorough reviews of energy assistance applications (via phone, mail and email) to ensure all required information and documentation are included.
- Identify missing, incomplete, or inaccurate data and work with clients to resolve issues.
- Accurately document client interactions, application progress, and support provided, ensuring thorough and compliant record-keeping.
- Maintain strict compliance with federal funding guidelines, ensuring all applications meet program standards before submission.
- Forward complete applications to the Client Advocate for processing.

2. Client Coordination & Support

- Provide guidance and clarity to clients on application requirements, ensuring a smooth submission process.
- Assist clients in resolving documentation issues, explaining forms, and ensuring understanding of program eligibility.
- Maintain a respectful and professional approach, acknowledging the challenges individuals may face in securing energy assistance.

3. Administrative & Team Collaboration

- Organize, track, and maintain accurate client application records to support efficient EAP operations.
- Collaborate closely with the Client Advocates and Program Coordinator, ensuring streamlined application processing.
- Contribute to team discussions, training, and operational improvements, aligning with Byrd Barr Place's mission.
- Other duties as assigned.

Requirements

- **Time Management and Adaptability** – Ability to prioritize tasks, manage time efficiently, and adapt to changing needs of the EAP team, clients, and stakeholders.
- **Client Service and Communication** – Strong hospitality and interpersonal skills, including the ability to connect with diverse social, economic, cultural, and racial backgrounds.
- **Attention to Detail and Accuracy** – Ability to identify inconsistencies, maintain thorough application tracking, and ensure compliance in processing.
- **Problem-Solving and Conflict Resolution** – Effective communication and the ability to de-escalate challenging situations with professionalism.
- **Independent and Team Collaboration** – Self-motivated while working independently yet highly engaged in a team environment.
- **Technical Proficiency** – Experience with Microsoft Office Suite (Excel, Outlook, Word, TEAMS) and the ability to learn and navigate Salesforce CRM.
- **Experience** (preferred but not required) – Background in administrative work, social services, or client advocacy is a plus.
- **Compliance and Security** – Must pass a background check.
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About Byrd Barr Place: For over six decades, Byrd Barr Place has been committed to empowering communities and creating pathways to prosperity for all. We envision abundant communities where everyone thrives. Our mission is to foster a more equitable Washington through innovative programs and advocacy that support individuals and families, especially those impacted by low-income status, poverty, and housing instability.

We remain steadfast in our dedication to serving our community's needs, addressing systemic barriers, and creating lasting change. With every program, we strive to help people lead healthier, more prosperous lives.

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. Employees have one (1) hour paid lunch break and two 15-minute breaks.

***Note:** BBP is looking to hire four people for this role. Specific responsibilities will be appropriately divided based on skill set and experience. Interested parties should submit a cover letter, resume and three professional references to careers@byrdbarr.place*