



Byrd Barr Place
Energy Assistance Program Coordinator
Job Description

Department: Energy Assistance Program (EAP)
Position Title: Program Coordinator
Reports To: Manager of EAP/Director of Operations
Pay Range: Non-exempt, \$24-\$28 per hour, depending on experience
Schedule: Monday – Friday 9am – 5pm
Location: 722 18th Ave Seattle, WA 98122

General Description:

The Energy Assistance Program (EAP) provides essential support to individuals and families, ensuring equitable access to energy assistance services during financial hardships. We are seeking a highly organized, efficient and proactive Program Coordinator to oversee EAP operations, ensuring smooth program execution, compliance with funding guidelines, and effective coordination between EAP staff, clients, and stakeholders.

The Program Coordinator plays a key operational role in EAP by overseeing program execution, ensuring compliance, supporting team efficiency and processing applications. This position is responsible for coordinating application intake and processing workflows, ensuring that staff and systems operate both efficiently and effectively to provide energy assistance to eligible individuals and families.

The Program Coordinator must have strong organizational skills, leadership and problem-solving abilities to oversee daily EAP operations, monitor compliance with funding guidelines, and provide support to staff and clients. This role requires initiative, adaptability, and a commitment to equitable service delivery. The ideal candidate will demonstrate accountability in delivering results, embody grace when assisting clients navigating financial hardship, and exhibit competence in managing administrative and program logistics with precision.

This 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.



Essential Duties and Responsibilities

1. Team Coordination

- Oversee daily program operations, ensuring staff are supported and workflows run efficiently, coordinating with Program Assistants, Client Advocates and Data Tech Coordinator, ensuring smooth intake and application processing.
- Monitor caseload distribution, helping balance workloads to optimize processing efficiency.
- Facilitate communication between team members, leadership, and external stakeholders to address concerns and improve service delivery.
- Process applications as needed, ensuring accuracy, completeness, and compliance with funding guidelines.

2. Training and Onboarding

- Develop and lead training sessions for new recruits, ensuring staff understand EAP procedures and compliance requirements.
- Provide ongoing coaching and support, reinforcing best practices in client advocacy, application processing, and compliance.
- Update training materials to reflect changes in funding guidelines, application procedures, and technology platforms (e.g., Salesforce CRM).
- Ensure all team members are equipped with the skills and knowledge to effectively assist clients.

3. Reporting and Tracking

- Monitor and analyze application trends, identifying areas for improvement in processing efficiency.
- Ensure accurate record-keeping in Salesforce queues, tracking client interactions, application statuses, and program outcomes.
- Compile reports for leadership, providing insights on program impact, application volume, and funding distribution.
- Maintain compliance documentation, ensuring adherence to federal, state, and commercial funding requirements.
- Process and track applications, ensuring timely submission and accurate reporting.

4. Policy and Program

- Ensure program operations align with EAP policy guidelines, adjusting workflows as needed to maintain compliance; respond promptly to EAP program vendors (i.e., Seattle Public Utilities, Puget Sound Energy, et cetera.)
- Assist in policy development, providing recommendations based on program data and frontline experience.
- Stay informed of changes to energy assistance regulations, updating procedures accordingly.
- Collaborate with leadership to refine program strategies, improving service accessibility and efficiency.

5. Other Duties

- Support additional program-related responsibilities as assigned by the EAP Manager/Director of Operations.

**Required Skills:**

- **Experience** – Minimum 3 years of relevant experience in social services, case management or client advocacy, preferably at a non-profit like Byrd Barr Place.
- **Cultural Competence and Customer Service Orientation** – Ability to connect and relate to individuals from a variety of cultural, ethnic and socio-economic backgrounds.
- **Time Management and Adaptability** – Ability to prioritize tasks, manage time efficiently, and adapt to changing needs of the EAP team, clients, and stakeholders.
- **Client Advocacy and Program Knowledge** – Understanding of energy assistance programs, eligibility requirements, and available resources to help clients access support.
- **Decision-Making and Problem-Solving** – Ability to assess applications, determine eligibility, and advocate for clients facing financial hardship.
- **Communication and Conflict Resolution** – Strong interpersonal skills to connect with clients, explain assistance options clearly, and de-escalate challenging situations while being solution oriented.
- **Attention to Detail and Compliance** – Ability to process applications accurately while ensuring compliance with federal, state and commercial funding guidelines.
- **Independent Work and Accountability** – Capacity to manage caseloads autonomously while ensuring timely application processing, follow-ups and other EAP related tasks.
- **Team Collaboration and Adaptability** – Works closely with Program Assistants, supervisors, and stakeholders to maintain efficient program operations.
- **Technical Proficiency** – Experience with Microsoft Office Suite (Excel, Outlook, Word, TEAMS) and ability to navigate Salesforce CRM for application tracking.
- **Experience** – Background in social services, case management or client advocacy.
- **Compliance and Security** – Must pass a background check.

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:** 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*