



POSITION: PROGRAM ASSISTANT
PROGRAM: ENERGY & ENVIRONMENTAL SERVICES (EES) DEPT.
REPORTS TO: FIELD SUPERINTENDENT- WEATHERIZATION (WX)
STATUS: FULL-TIME (Limited term until May 31, 2018)
RATE OF PAY: \$14.64 PER HOUR
APPLY BY: OPEN UNTIL FILLED

POSITION SUMMARY

Under general supervision of the Field Superintendent- WX, the Program Assistant will assist with the daily operation and administration of Energy and Environmental Services Department programs and activities. Program Assistant will support and coordinate Weatherization field work. Responsible of scheduling Assessors/Inspectors and job tracking for Region 3 of the Low Income Weatherization Program (LIWP). **A test will be given to determine data entry and computer literacy. Must pass all tests to be considered for interview.**

DUTIES & RESPONSIBILITIES

1. Monitor and evaluate job tracking activities. Set and/or adjust timeframes to complete program objectives as directed.
2. Handle calls efficiently and as directed. Ensure that client calls, for the Low Income Weatherization Program (LIWP) assessor/inspector appointments are completed accurately, timely and appropriately.
3. Using various computer databases (Hancock and MarketSharp), analyze and compute statistics, complete reports as directed. Assist with ordering, monitoring and reconciling supplies, forms, booklets and other material inventory for field staff as needed.
4. Assist in resolving customer service issues. Document and report issues to appropriate staff.
5. Oversee and assist in issuing work orders to subcontractors working in Region 3.
6. Provide assistance to subcontractors accessing the databases and QA all inputs for correct information.
7. Other duties may be assigned.

MINIMUM QUALIFICATIONS

Applicant must possess a general knowledge of:

1. Public and private social services agencies and community resources available to meet client's needs.
2. Government contracts; application of program rules, regulations, procedures and client eligibility to program operations.
3. Foreign Language: Fluency in Spanish, Vietnamese or other language is desirable.

APPLICANT MUST POSSESS THE ABILITY TO:

1. Work/interphase with management, co-workers and subcontractors. Effectively supervise volunteers if needed.
2. Work a flexible schedule, weekends and/or evenings as needed.
3. Perform mathematical skills sufficient to create compose or compile information and data for reports or presentations. Familiarity with Microsoft Office, WORD, EXCEL, POWERPOINT and Windows. Position requires computer literacy and use of portable devices including PC notebook, iPad, printer, PowerPoint projector, cell phone and copier. **A test will be given to determine data entry and computer literacy.**
4. Communicate effectively in writing and orally with staff, clients and the public-at large to explain program variations and limitations; analyze and interpret contract language; create and/or complete reports; understand and follow program regulations and procedures.
5. Develop and maintain rapport with staff, agencies, vendors and clients from culturally diverse backgrounds.
6. Demonstrate a clear, concise and effective command of the English language, both oral and written. If bi-lingual, must be able to translate orally and in writing from/to English and a second language.
7. Lift forty (40) pounds (boxes, paper goods, materials).
8. Provide a valid California motor vehicle operators license with a driving record that meets minimum standards established by the agency's insurance carrier.

EDUCATION & EXPERIENCE

Preferred: 1 year or more equivalent work experience with BA/BS degree, or AA/2 years of college work and or more years equivalent work experience.

Required: 2 years or more directly related experience with High School diploma.

APPLICATION PROCEDURES

Apply at Community Action Partnership of Orange County, 11870 Monarch St., Garden Grove, CA 92841. Applications may also be obtained by calling (714) 897-6670 ext. 3617 or e-mail request at hr@capoc.org visit www.capoc.org to download. Applications must be filed no later than 5:00 p.m. on the closing date. **Resumes will not be accepted without a completed application. Incomplete applications submitted will not be consider.** Facsimile (Fax) copies at (714) 894-5404.

MEDICAL EXAMINATION

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass as drug screening examination.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity/Affirmative Action Employer Women and Minorities are Encouraged To Apply

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and a makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

EMPLOYMENT BENEFITS

Community Action Partnership of Orange County offers extensive benefits to its regular full-time employees including:

- ❖ **HOLIDAY** – 12 paid holidays per year.
- ❖ **VACATION** - Employees accumulate up to 12 days per year to a maximum of 20 days after 10 years of employment.
- ❖ **SICK LEAVE** – Employees accumulate up to 12 days per year.
- ❖ **HEALTH PLAN** – Community Action Partnership of Orange County pays the employee's premium for medical and dental insurance.
- ❖ **LIFE INSURANCE** – Community Action Partnership of Orange County pays life insurance up to a maximum of \$15,000. Employee may purchase supplemental insurance at a low cost.
- ❖ **TAX SHELTER ANNUITY** – Community Action Partnership of Orange County pays 6% gross salary to a tax shelter annuity. Employees may contribute additional amounts on a tax-deferred basis.
- ❖ **EDUCATION REIMBURSEMENT** – Job related education and training.
- ❖ **CREDIT UNION PARTICIPATION**

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Community Action Partnership of Orange County
11870 Monarch Street
Garden Grove, California 92841