## Redwood Community Action Agency

**Energy & Environmental Services Division**

**JOB ANNOUNCEMENT**

**TITLE: Scheduling & Clerical Support**

**STATUS: Full-time position available; health benefits after 2-months of employment, plus vacation, sick pay and 13 paid holidays**

**SALARY: $13.00/hour**

**AVAILABLE: Immediately**

**DEADLINE: Open until filled – applicants are encouraged to apply quickly as interviews will take place as applicants are received**

**APPLICATION PROCESS:**

**Required Employment Applications available at:**

**Redwood Community Action Agency, 904 G Street, Eureka, CA 95501 or** [**www.rcaa.org**](http://www.rcaa.org)

**PLEASE NOTE:** Late applications, incomplete applications or resumes without applications will not be accepted.

**POSITION PURPOSE**

Under the supervision of the Energy and Environmental Services Program Manager or his/her designee, this position will provide weatherization crew scheduling and clerical support services including: the scheduling of weatherization appointments; assessments; post-inspection appointments; coordinate clients' heater repairs and/or replacements; assist with the completion of weekly reports including gathering data; contact landlords and clients to coordinate work completion as required; assist with back-up services for the weatherization and energy assistance client intakes.

**GENERAL RESPONSIBILITIES**

Specific Tasks:

* Greet clients and route calls, as needed
* Answer weatherization, lead and appliance replacement programs' calls and letters
* Creation of weatherization, lead and appliance replacement programs' files
* Schedule weatherization assessments, work, and post-inspections of the work
* Work with client files to ensure that work is at least assessed before their eligibility expires
* Contact landlords and clients to schedule work
* Work with subcontractors to schedule and coordinate work or repairs
* Provide computer assisted word processing services
* Responsible for tracking and scheduling all phases of weatherization field work including groundwork, attic insulation, assessments, post-inspections and call backs
* Maintain complete records for weatherization program and including the placement of invoices and purchase orders in the correct client file
* Review income documentation for the clients to ensure that they have the necessary paperwork for the weatherization intake appointment and their client file to make sure that it is current BEFORE scheduling an appointment for an assessment or work
* Follow-up with landlords and homeowners to secure damage waivers and other pertinent information for weatherization scheduling
* Develop and maintain county-wide energy and emergency assistance programs' referral information
* Responsible for tracking weatherization and appliance replacement files, as appropriate, through the various stages of completion and logging in paperwork from the crews on a daily basis including invoices and client paperwork
* Complete portions of the weekly production update reports
* Assist with meeting arrangements as needed
* Other related duties as required or assigned

**JOB REQUIREMENTS**

Knowledge of:

* Basic knowledge of standard office procedures
* Basic knowledge of Microsoft Office Word and Excel programs

Ability To:

* Use basic math and tracking skills efficiently
* Utilize a multi-line phone system and other office machines
* Input data with a high degree of accuracy
* Operate a PC and utilize email
* Maintain accurate records and files
* Work well as part of team
* Communicate effectively in written and oral form, including good spelling and grammar.
* Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels and communication skills.
* Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies, funding source representatives and the local service population.
* Project professionalism at all times and maintains a professional standard regarding Code of Ethics Policies.
* Insure and protect agency, employee and client confidentiality and safety.

**MINIMUM QUALIFICATIONS**

* One year experience in general office procedures or equivalent experience

**OTHER REQUIREMENTS**

* Must have means and capacity to perform job related duties with personal vehicle, as may be required, and must have proof of current automobile insurance.
* Possession of valid California’s Driver’s License with current DMV printout showing acceptable driving record.
* Submit to fingerprinting for criminal record clearance and background check with acceptable results.
* Home telephone or other effective means of communication.

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment