

**REDWOOD COMMUNITY ACTION AGENCY  
Energy & Environmental Services Division  
JOB ANNOUNCEMENT**

- JOB TITLE:** ENERGY OUTREACH & INTAKE SPECIALIST
- STATUS:** Fulltime (37.5 hours) plus complete benefit package
- PAY RATE:** \$25.00 per hour
- AVAILABLE:** Immediately
- DEADLINE:** Open until filled/interviews will take place as we receive qualified candidates

**APPLICATION PROCESS:**

Required [Employment Application](#) and instructions for submitting your application materials are available at [www.rcaa.org/employment-opportunities](http://www.rcaa.org/employment-opportunities) a resume with your application is highly recommended.

**PLEASE NOTE:** Not all applicants will be selected for interviews. Only candidates selected for interviews will be contacted regarding their status. Late applications (if a deadline is listed), incomplete applications or resumes without applications will not be accepted.

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**POSITION PURPOSE**

To work under general direction of the Executive Director and the direct supervision of the Energy Services Manager or his/her designee, the Energy Outreach/Intake Specialist will provide marketing, outreach, intakes; certify client eligibility, education, and evaluation services for the division's various programs. This position will include canvassing neighborhoods to conduct outreach services.

**MINIMUM QUALIFICATIONS**

- High School diploma or equivalent.
- One year of equivalent experience working in a position with similar responsibilities
- Experience working with low income and diverse populations

## **ESSENTIAL JOB FUNCTIONS**

### Specific Tasks:

- Assist in developing, implementing, and evaluating the various programs' services.
- Provide follow-through on the implementation of outreach and marketing strategies, including assisting with the development, printing and distribution of printed materials.
- Phone solicitation, canvassing of neighborhoods, with or without another staff member, and implementation of other lead generation tasks as needed.
- Conduct program orientation for clients, landlords, and the public.
- Follow-up on securing required program documentation, landlord agreements, ownership verification, and other paperwork as needed.
- Maintain records of marketing efforts to evaluate program effectiveness.
- Pre-screen low-income clients to assess program eligibility and related needs.
- Perform home visits for energy audits, intake and other program needs as applicable.
- Schedule energy assistance and weatherization service appointments and inform clients as to required documentation to bring to their intake appointment.
- Perform intake and certify eligibility for the various programs.
- Provide follow-up on all client files to ensure completion and quality control checks as needed.
- Process client verification of assistance letters for issuance of energy assistance payments.
- Contact utility companies to restore or prevent energy services termination and pledge payments on client accounts.
- Provide energy and cash management education services for energy assistance and weatherization services clients.
- Compile demographic, fiscal, and production information for weekly and monthly reports.
- Attend training and seminars as required for job performance and improve skills.
- Offer written suggestions for improving program services.

## **JOB REQUIREMENTS**

### Knowledge of and Experience With:

- Standard office procedures, including basic math and calculation methods.
- Basic on site telephone interview and assessment techniques.
- PC computers, various software programs such as Excel and Word, e-mail, and internet research.
- Working with the public.

### Ability To:

- Canvass neighborhoods by yourself.
- Maintain system for tracking client files and information with accuracy
- Develop systems and organize time effectively to achieve goals.
- Work well independently and as a team member to provide services and meet project goals.
- Willingness to attend training seminars, which may require out of town travel.
- Communicate effectively in written and oral form.
- 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.
- Working with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.

- Skill to maintain a professional, confidential work environment.
- Establish and maintain personal and programmatic boundaries while providing support services.
- Have means and capacity to run job-related errands.
- Ensure and protect the Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

### **OTHER REQUIREMENTS**

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
- Must have means and capacity to perform job related duties with personal vehicle, as will be required
- Possession of California Driver's License with acceptable DMV driving record and auto insurance
- Submit fingerprinting for criminal record clearance and background check with acceptable results.
- Home telephone or other effective means of communication.

### **ESSENTIAL PHYSICAL ABILITIES**

Employees 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

### **NOTE FOR ALL APPLICANTS**

- This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required by their supervisor.
- This position is considered a **“safety-sensitive”** job and will be subject to RCAA's “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy.
- RCAA is an **“Essential Business”** that continues to operate during unexpected events, such as: earthquake, natural disaster or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while taking all appropriate safety precautions.

### **BENEFITS**

All fulltime positions come with a complete benefit package, which includes the following:

- Medical, dental and vision (minimal share of cost and must work at least 30+ hours per week)  
\*\* Health benefits become effective the first of the month following 30 days of employment
- 2 weeks paid vacation for year one, 3 weeks for year two, and 4 weeks for year five

- 12 days paid sick time per year
- 13 paid holidays and 1 personal day per year
- Employee Assistance Plan (EAP) paid for by the agency
- After one year of employment, RCAA contributes 3% of the employee's gross income to their 401(k) at no additional cost to the employee.
- Part-time employees are eligible for paid vacation and sick time on a pro-rated basis depending on the number of hours worked. P/T employees may also be eligible for paid holidays dependent upon certain criteria in RCAA's paid holiday policy.

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