

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

- JOB TITLE:** SCHEDULING 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**

Under the supervision of the Energy and Environmental Services (EES) Program Manager or their designee, this position will provide weatherization crew scheduling and clerical support services including: the scheduling of weatherization appointments; scheduling of assessments and post-inspection appointments; review historical preservation reports (HPO reports) to ascertain which measures can be installed on a home built 45 years or older before ordering materials such as windows; ordering of job-specific materials for crew work such as windows and mobile home doors; arrange for and secure building permits as required; solicit bids and arrange for subcontractors to complete Emergency Heating and Cooling Services' (EHCS) heater repairs and/or replacements in clients' homes; contact landlords to get written approval for work that alters the building structure; contact clients to coordinate subcontractor work completion, as needed; schedule post-inspections of the work completed before sending completed jobs to the Quality Assurance Specialist for review;

ensure that ALL jobs requiring building permits have a copy of a signed off building permit, by the building inspector, before sending the completed file to the Quality Assurance Specialist for final review (HCD permits are the only exception to this rule); assist as back-up for the weatherization and energy assistance programs as needed; completion of weekly reports detailing the status of work in progress; other duties as required.

### **MINIMUM QUALIFICATIONS**

- One year experience in general office procedures or equivalent experience with increasing responsibilities

### **ESSENTIAL JOB FUNCTIONS**

#### Specific Tasks:

- Complete and manage weatherization and EHCS appliance repair/replacement calls and correspondence
- Send postcards and letters out to clients or landlords to schedule work or seek approval for work when they cannot be reached via the phone
- Send out client deferral letters when work cannot be completed because of structural or other barriers to work exist that must be remedied before work can commence. This information will be provided by the assessment. A final draft of the deferral letter must be approved by the Program Manager before it is sent out.
- Create weatherization and EHCS appliance repair/replacement programs' files
- Review client files' to ensure that they have the necessary and current eligibility paperwork including: a signed Energy Service Agreement for Occupants (for tenants and owner-occupants) and the Energy Service Agreement for Rental Property Owner (for landlords) AND proof of ownership for owner-occupants; income documentation to verify that they are eligible and that their income documentation has not expired – it has a 120 day limit; verification of the age of the property.
- Review client files' to make sure that it's income documents are current BEFORE scheduling an appointment for an assessment, ordering supplies, the completion of work
- Schedule weatherization and refrigerator replacement assessments, energy audits, crew work, post-inspections of the work and callbacks
- Review completed historical preservation reports (HPO reports) for homes built 45 years or older to ascertain which measures can be installed on these homes per the HPO final report received from the state
- Write Purchase Orders to order job-specific materials for crew work such as windows and mobile home doors
- Input appointment times and invoice information into the Hancock tracking system each day
- Arrange for and secure building permits from the A/P Billing Specialist, as required for windows and other measures, as required
- Solicit three bids for Emergency Heating and Cooling Services (EHCS heater repairs and/or replacements in clients' homes and order the services and arrange for subcontractors to complete once approved by the Program Manager
- Contact landlords to get approval for work that alters the building structure; such as, window installations that change the size of the opening, venting, heater or water heater repairs or replacements OR refrigerator replacements
- Contact EHCS clients and landlords to coordinate the subcontractor work completion, as needed

- Schedule work in a timely manner and monitor client files to ensure that work is at least assessed before their eligibility expires – the paperwork’s income eligibility is limited to 120 days from the date of certification
- Responsible for ensuring that scheduled work including the post-inspection process is completed within 180 days of the start of the work
- Schedule post-inspections of the work completed before sending completed jobs to the Quality Assurance Specialist for review
- Verify that ALL jobs requiring building permits have a copy of a signed off, by the building inspector, permit before sending the completed file to the Quality Assurance Specialist for final review. Note: The Housing and Community Development (HCD) permits are the only exception to this rule because they take so long to be completed by HCD and the State allows this exception.
- Assist, as back-up, the weatherization and energy assistance programs staff at outreach events and in the office, as needed
- Maintain complete records for weatherization program including the placement of invoices, bids, purchase orders and permits in the correct client file
- Follow-up with landlords and homeowners to secure pertinent information for weatherization scheduling as necessary
- Responsible for logging in paperwork from the crews on a daily basis, including; invoices and client paperwork to ensure that paperwork doesn’t get lost and to assure the timely processing of invoices by the Billing Specialist -AP
- Complete portions of the weekly production update reports
- Develop and maintain county-wide energy and emergency assistance programs' for use with clients that have structural problems that exceed the scope of the program as referral information
- Assist with meeting arrangements as needed
- Other related duties as required or assigned

## **JOB REQUIREMENTS**

### Knowledge of and Experience With:

- Basic standard office procedures
- Basic use of EXCEL and WORD (word processing) programs
- Basic math and efficient tracking skills

### Ability To:

- 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 and individually
- Communicate effectively in written and oral form including use of correct spelling and grammar
- Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels and communication skills
- Ask questions of the Program Manager or her designee to ensure that the training information received and ongoing information gathering is correct and consistent

- Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies and the local service population
- Project professionalism at all times and maintain a professional standard regarding Code of Ethics Policies
- Ensure and protect 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, and must have proof of current automobile insurance
- Possession of valid California Driver's License with acceptable DMV driving record
- Submit to fingerprinting for criminal record clearance/background checks 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

### **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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***AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER***