**REDWOOD COMMUNITY ACTION AGENCY**

**Energy & Environmental Services Division**

**JOB ANNOUNCEMENT**

**POSITION TITLE: INTAKE/OUTREACH SPECIALIST I**

**STATUS:** Fulltime – 37.5 hours weekly with full benefit package (health benefits/paid time off/401k)

**PAY RATE:** $17.00

**AVAILABLE:** IMMEDIATELY

**DEADLINE:** Open until filled; interviews will take place as qualified applicants are received. Not all applicants will be selected for interviews. Only candidates selected for interviews will be contacted regarding their status.

**APPLICATION PROCESS: Required** employment applications and instructions for submitting your application materials are available at [www.rcaa.org](http://www.rcaa.org). A cover letter and resume with your application are highly recommended.

**NOTE TO APPLICANT:**

* 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 observing safety precautions.
* This position is considered a “safety-sensitive” job and will be subject to RCAA’s “Substance Abuse” policy.
* As a condition of employment all employees are required to show proof of having been vaccinated for COVID-19

**SPECIFIC QUALIFICATIONS & EXPECTIONS FOR THE ENERGY & ENVIRONMENTAL SERVICES INTAKE & OUTREACH SPECIALIST I –** working under the direction of the EES Division Director or their designee, the Intake and Outreach Specialist I will provide marketing, outreach, intake, certify client eligibility, client education, and evaluate services for the division’s various programs.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Provide follow through on the implementation of outreach and marketing strategies, including assisting with the development, printing, and distribution of printed materials.
* Conduct outreach services in various forms: phone solicitation, tabling events in the community, and possibly canvassing neighborhoods with a partner, and implementation of other lead generation tasks as needed.
* Maintain records of marketing efforts to evaluate program effectiveness.
* Maintain system for tracking client files and information with accuracy.
* Perform intake and certify/pre-screen low-income clients to assess program eligibility.
* May 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 the required documentation to bring to their intake appointment.
* 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.

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Working with the public, principles of customer service, basic on-site telephone interview and assessment techniques.
* Exercising independence in identifying, evaluating, and prioritizing tasks to meet organizational goals and deadlines.
* Energy related technologies and practices.

**JOB DESCRIPTION TEMPLATE FOR A SPECIALIST I**

**POSITION PURPOSE**

Under the general direction of the Division Director, or their designee, a Specialist I may assist in developing and implementing programs or activities of their associated department; provides assistance to staff; and performs related work as assigned. This class has no supervisorial responsibility. A Specialist I is responsible for supporting program goals and objectives and to participate in the day-to-day operations and activities of their designated program or functional area within a department. A Specialist I works with their assigned supervisor to follow consistent and efficient implementation of agency operational policies and long-term operational excellence. This position class is distinguished by general and clearly defined duties related to program and project management, with expertise developed and expanded under supervision and oversight. This position exercises discretion and independent judgment in the coordination and prioritization of duties and assigned responsibilities.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Professionally represent the organization to customers, clients and/or project partners while conducting outreach and implementation activities.
* Conduct program orientation for clients, landlords/landowners, and /or the general public.
* Follow-up on securing required program/project documentation, landlord agreements, ownership verification, and other paperwork as needed.
* Provide follow-up on all files to ensure completion and quality control checks.
* Identify and engage with customers, clients and/or partners to promote various RCAA services implement measures at selected locations and maintain superior communications.
* Assist in developing, implementing, and evaluating the various programs’ services.
* Maintain project/program data including demographics; prepare reports, track progress, and document findings.
* Conduct research and analysis on selected or assigned topics.
* Assist with coordinating outreach, public events, workshops, and meetings.
* Attend training and seminars as required for job performance and to improve skills.
* Offer written suggestions for improving project/program services.
* Other duties as assigned.

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Business software applications, including MS Office, Adobe, web browsers, and Outlook Email.
* Administrative office practices and procedures, operation of common office equipment including proficient use of a computer and business communications; both written and verbal.
* Technologies and practices of your department’s programs, projects, or business needs.

Ability To:

* Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation, and spelling.
* Demonstrate patience, tact, teamwork and commitment to superior service and performance.
* Exercise independence in identifying, evaluating, and prioritizing tasks to meet organizational goals and to assure program compliance.
* Demonstrate good organizational skillsand manage multiple tasks in an efficient manner within stringent time constraints.
* Develop systems and organize time effectively to achieve goals.
* Monitor, evaluate and assure compliance with program goals, policies, and procedures.
* Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work
* Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
* Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate
* Conduct self in professional, courteous, and cooperative manner always; and maintain a professional standard based on RCAA’s Personnel Policies and Procedures Handbook and Employee Code of Conduct
* Establish and maintain personal and programmatic boundaries while providing support services.
* 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.

**MINIMUM QUALIFICATIONS**

* One year of equivalent experience working in a position with similar responsibilities.
* Experience working with low income and diverse populations
* Must have good clerical, phone, filing skills; and a good eye for detail when completing or entering forms

**Preferred Qualifications:**

* Knowledge of RCAA programs
* Prior experience working with public agencies or non-profits

**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 valid California’s Driver’s License, current auto insurance and acceptable DMV record.
* Submit to fingerprinting for criminal record clearance and background checks with acceptable results
* Proof of required education (i.e., AA, BA, MSW, etc.)
* Must have a form of effective means of communication; a home phone and/or cell phone and the ability to accept voicemail.

**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, to move safely between different staff work areas; including where applicable, the operation of motorized vehicles and equipment

**NOTE FOR ALL APPLICANTS AND EMPLOYEES**

* 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.
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***RCAA IS AN EQUAL OPPORTUNITY EMPLOYER***

We will not unlawfully discriminate against applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, religion, sex (including gender identity, sexual orientation & pregnancy), physical or mental disability, medical condition, marital status, citizenship status, military/veteran status, genetics, or other basis protected by all applicable federal and state laws.