



Job Description

Date: January 2021

Position: Fuel Banks Coordinator

Department: Executive Administration/Energy Programs

FLSA: Non-exempt

Reports To: Assistant Director, Energy Programs

Supervises: No supervisory responsibility

Pay: \$20 hour

SUMMARY OF RESPONSIBILITY:

The Fuel Banks Coordinator will administer Operation Fuel assistance programs, which include energy assistance, water assistance, Home System Repair & Replacement and Homeless Intervention and Prevention. This position serves as a resource to Operation Fuel's fuel bank partners in the field, to support clients seeking assistance, will coordinate and facilitate trainings and necessary technical support not limited to weatherization and other energy programs and products.

Essential Functions:

- Serves as point of contact for Operation Fuel intake sites, known as Fuel Banks.
- Process fuel bank and client applications as well as maintain excellent relationships with fuel banks, vendors, and applicants.
- Review application intake documentation for program compliance and quality assurance.
- Assess client application to determine if weatherization services are essential for energy reduction, health and safety.
- Maintain the Operation Fuel application database to ensure fuel bank, client and vendor information is current and accurate.
- Provide fuel bank partners with periodic trainings throughout the year and/or as needed; includes travel and/or web-based communications.
- Collaborate with community partners, duties include, but are not limited to: assisting applicants with their applications, collaborating with utility partners to resolve applicant issues, and connecting applicants to appropriate programs.

- Attend key meetings and record minutes as required by the Assistant Director, Energy Programs

Other Functions:

- Participates in various agency-wide assigned projects.
- Assist the Assistant Director with administrative tasks, as necessary.
- Performs other duties as required.

QUALIFICATIONS AND COMPETENCIES:

- Associates degree in a related field is preferred; High School diploma or GED is required.
- A minimum of two years in a same or related position in human services is required.
- Customer, client, or member relations experience including excellent verbal and written communication skills; experience working in teams, excellent interpersonal skills, bilingual a plus
- Ability to present information concisely and effectively, both verbally and in writing.
- Demonstrated ability to work independently, and to organize and prioritize work, wear many hats, and get things done cooperatively in an environment of limited resources.
- Ability to engage with diverse populations with professionalism and sensitivity.
- Excellent interpersonal skills with high emotional intelligence.
- Proficiency using Microsoft Office software; database management experience and web-based applications is required.
- Strong customer focus in all tasks and activities, even while at times under pressure.
- Ability to perform job with integrity, mission, vision and values consistent with Operation Fuel.

MENTAL AND PHYSICAL REQUIREMENTS:

The physical demands described in this position description are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to perform continuous bending, twisting, stooping, reaching and lifting of moderate to heavy weight material up to 20 lbs.
- Must be highly mobile, able to access all areas of the premises.
- Vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
- Must be able to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- Must be able to walk, sit and stand for extended periods during the shift.
- Ability to travel in state is a requirement.

TO APPLY: Please send resume and cover letter to troylyn@operationfuel.org