

**Opportunity
Council**

JOB ANNOUNCEMENT

A private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island and San Juan counties since 1965.
An Equal Opportunity Employer.

**Position Closes: Wednesday, December 2, 2009 @ 4:00 pm.
Please see end of document for application information**

POSITION: Home CEC Program Assistant

SERVICE CENTER: Community Energy Challenge

REPORTS TO: Community Energy Challenge Manager

SALARY GRADE: 13

SALARY RANGE: \$13.35 to \$15.70 per hour

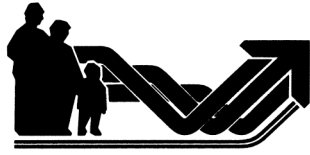
STATUS: Non-exempt

JOB SUMMARY:

The Community Energy Challenge Program Assistant will be responsible for providing initial customer service, as well as ongoing support to people interested in weatherizing their homes through the Community Energy Challenge (CEC). This position will be responsible for collecting and entering data used to maintain accurate records for projects associated with the CEC. Clerical duties such as scheduling appointments, answering phones, replying to email inquires, etc. will also be a responsibility of the Program Assistant.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

1. Answers phones and field walk-in inquiries pertaining to the Community Energy Challenge.
2. Schedules appointments for home audits and weatherization work.
3. Conducts data entry, collect customer feedback, and perform regular file reviews.
4. Assists with project tracking for the energy efficiency work conducted through the Community Energy Challenge.
5. Maintains database of households interested in receiving services through the CEC, as well as contractors in the community interested in performing the work.
6. Oversees the checkout and return process for the tool library available to contractors.
7. Provides administrative support to Manager and Home Energy Advisor.
8. Coordinates internal and external meetings of staff and stakeholders, arranging meeting sites coordinating schedules and recording minutes as needed.



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OTHER RESPONSIBILITIES:

1. Attends and participates in staff planning and operations related meetings.
2. Other related duties and special projects as assigned.

EDUCATION/EXPERIENCE REQUIREMENTS:

AA Degree and a minimum of 2 years' related experience or an equivalent combination of education and experience. Prefer experience working in an office support position, which provided database maintenance, spreadsheet creation and maintenance and record keeping duties. Experience and/or education in building sciences, construction, and/or energy efficiency preferred.

SKILLS AND ABILITIES REQUIRED:

1. Excellent customer service skills, and ability to positively represent CEC to potential Clients and guests, among stakeholders and to the community.
2. Excellent organizational and time management skills; ability to establish and maintain schedules and processes and prioritize tasks.
3. Excellent record keeping skills, ability to obtain and maintain accurate, detailed notes.
4. Strong writing, editing, and proof reading skills.
5. Excellent computer skills, including word processing, database, spreadsheets.
6. Excellent written and verbal communication skills.
7. Ability to learn and follow directions related to maintenance of office equipment and machines.
8. Ability to work with and maintain confidential information.
9. Ability to work as a team player, supporting service center and agency goals, and interacting positively with other staff.
10. Strong communication and interpersonal skills.

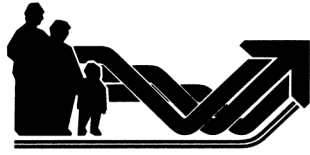
GENERAL PHYSICAL/MENTAL REQUIREMENTS:

Strength: Frequent lifting and carrying office supplies, tools and materials, typically weighing less than 25 pounds.

Manual Dexterity: Sitting for long periods while keyboarding on the computer performing data entry, word processing, spreadsheet creation and maintenance, along with performing routine clerical tasks or speaking and taking notes by telephone and at meetings.

Attention Span: Work is performed with frequent interruptions; must be flexible and focused.

Visual Discrimination: Staring at computer screen for long periods while performing data entry and generating/editing complex reports.



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Concentration: Interpret and/or discuss information with others including outside contacts, which involves terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues.

Conceptualization: Position deals with a variety of problems. The question/issue may be unclear and require some research to develop alternative solutions.

Judgment/Temperament: Much of the work is routine, however, work may involve occasional work on projects that require new ideas or approaches. Work impacts other staff and Clients of the Opportunity Council.

WORKING CONDITIONS:

Work is performed in an office with frequent interruptions, interacting with clients seeking information regarding energy efficiency, as well as with stakeholders and other community members. Work centers on moderately complex office systems and procedures, including data entry, word processing, creating spread sheets, generating reports, inventory, filing and related clerical duties along with direct service to clients and procedures that require a high degree of confidentiality, tactfulness and respect.

TO APPLY:

Send resume and cover letter to HR, Opportunity Council, 1111 Cornwall Ave. Suite C, Bellingham, WA 98225 or fax to 1-360-715-8993 by closing date and time.