

Champaign County Regional Planning Commission

Job Description

Position Title: Energy Efficiency Programs Assistant

Reports To: Coordinator, Program Manager, and/or Director

Supervises: None

FLSA Status: Non-Exempt

Pay Grade: 2

Summary/Objective

- Delivery of assigned program services in accordance with applicable program guidelines and Agency Vision, Mission, and Values.
- Responsible for maintaining all Weatherization program related data, including client and contractor files and processing contractor invoices.
- Performs general office duties, including typing of reports, grants, minutes and other general correspondence, performs general data entry utilizing a variety of computer software programs, answers phones and schedules meetings and appointments for department staff.

Required Knowledge, Skills, and Abilities:

- High school diploma/G.E.D. with at least 3 years' applicable experience.
- Background in bookkeeping/ accounting preferred.
- Background in customer services and human services preferred.
- Valid driver's license and ability to travel throughout Central Illinois as necessary to conduct services in the program coverage area.
- Ability to pass criminal background check.
- Demonstrated ability to produce highly accurate and timely work.
- Computer skills needed to complete data entry and generate data reports in a variety of formats to support data analysis and program report functions.
- Ability to learn the use of web-based systems.
- Ability to follow program procedures.
- Ability to work productively with distractions and shift focus as needed.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to attend program meetings and/or training as required

- Ability to work a flexible schedule to accommodate program needs including periodic early mornings, evenings, nights, and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, training, service delivery, and other work sites.
- Provide direct work with program participants or on behalf of the program participant approximately 50% of workweek.
- Cognitive and physical ability to enter data into several systems and databases
- Cognitive and physical ability to review data and make informed and effective decisions to positively benefit the agency
- Must be able to communicate effectively with stakeholders to consistently provide expected deliverables
- Approximately 75% sitting and 25% standing or in travel
- Lift and carry equipment necessary to complete work, approximately 20 pounds.

Specific Duties and Responsibilities:

- As appropriate, answers client inquires and requests for services and refers clients to the appropriate department staff.
- Answers telephone and takes messages or refers caller to appropriate employee or division.
- Compiles statistical and other data and enter data into computer system utilizing a variety of software programs.
- Photocopies grants, reports, mailings, and other correspondence as needed.
- Type reports, minutes, letters, grant applications and other forms of correspondence.
- Create and post reports to government sites and maintain passwords and client production databases.
- Develops and maintains spreadsheets and systems to ensure accurate tracking of resources and project status.
- Maintains and updates program forms and manuals.
- Provides backup to the reception desk and LIHEAP reception.
- Conduct program specific screenings and eligibility determinations.
- Completes conference and training registrations and travel arrangements for department staff.
- Document all service provision no later than 48 hours of the service/contact.
- Attend training as required by supervisor.
- Participate in team meetings, individual supervisions, and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among programs and staff.
- Maintain up to date work schedule in Outlook calendar.
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Sets up, maintains, and completes file organization of client files and contractor files.
- Responsible for contractor invoice preparation and verifications.
- Coordinates with program sub-contractors to maintain required, up to date documentation as required by the funder and organization.
- Provide clients energy conservation education thorough one-on-one education, group presentations, written materials, etc.
- Other duties as required.

Competencies:

- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Time Management:** The process of [planning](#) and exercising [conscious](#) control of time spent on specific activities, especially to increase [effectiveness](#), [efficiency](#), and [productivity](#). It involves a juggling act of various demands with the finiteness of time.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.

Work Environment:

- Office work will be performed in an open cubicle environment sometimes involving distractions.
- Frequent near-vision use for reading and computer work.
- Early mornings, evening and weekend availability is required as needs of the program dictate.
- Some worksites may have several known and unknown allergens including dust, mold, and animal dander.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may or may not be considered to be “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department.

Signature of Employee_____

Date_____

Date: 1/2/2020