



POSITION:	Program Specialist	REPORTS TO:	WAP/Construction Program Director
CLASSIFICATION:	Full Time – Non-Exempt	DEPARTMENT:	My HOME

PRIMARY RESPONSIBILITIES:

The Program Specialist provides friendly, efficient access to the Weatherization Program at Centro Campesino in response to potential and current client inquiries made in person, by phone, mail or email. Under the supervision of WAP/Construction Director, the Program Specialist will assist clients in all phases of the application process for the Department. The Program Specialist primary area of responsibility will focus on intake, hard and electronic file maintenance, and other duties relating to clients and the program. The Program Specialist will report directly to the WAP/Construction Director.

ESSENTIAL JOB REQUIREMENTS:

Duties and responsibilities will include, but are not limited to the following areas:

- Perform outreach duties as needed, either by phone or in the field.
- Assist Clients in understanding and completing applications and intake processes for the Weatherization Assistance Program (WAP) in multi-Florida’s Counties.
- Evaluate the merit of assigned applications relative to the WAP criteria.
- Performs a final review of WAP applications for accuracy to identify any errors or omissions and assures that required forms are complete and all supporting documentation is included in the file.
- Work at a steady pace that results in reviewing an average of five new applicants per day, including farmworker.
- Responsible for continually keeping updated on the innovative programs and an adequate knowledge base of all WAP program rules and regulations.
- Will have access to a list of programs available to make program referrals to other programs beneficial to the client and their family.
- Answer and retrieve phone messages and sends responses by phone, email, mail to ensure accurate program’s application and referrals to other staff.
- Prepare documents, emails, mail and materials for workshops, WAP application forms and distribution in the Weatherization service area.
- Keep and update clients’ electronic and hard-copy records and files documents and materials.
- Maintain a daily log of all applicant contacts and reporting it to the Director of Construction on a weekly basis.
- Provide documents, report, and/or information requested by the Director of Construction in a timely manner to perform WAP reports.
- Enter client data in DEO’s E-grant System
- Assist in registration and other duties for workshops, events for the Weatherization Program
- Operate multi-line phone and transfer calls as needed.
- Limited daytime travel in Centro Campesino's service area, and occasional attendance at conferences or training sessions.
- As part of the collaborative environment at Centro Campesino, the Program Specialist may manage and participate in activities and events for other divisions and the organization.
- Performs any additional duties assigned.

JOB EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

- Associates Degree/ B.A. degree a plus.
- Bilingual English-Spanish (Trilingual Kreyol, a plus).
- 1-2 years of related work experience.
- Proficiency in Microsoft Office Suite.
- Friendly, welcoming manner to clients.
- Must have the ability to work with co-workers in a professional, confidential and respectful manner,
- Commitment to professional communication and confidential maintenance of all client data and agency information.
- Ability to work occasional evening hours and up to one Saturday per month.
- The position is conditional on satisfactory completion of pre-hire drug screening, credit check, national background screening and satisfactory work references.

COMPESATION:

This is a full time non-exempt position. Starting hourly rate of pay is \$14.00 an hour for applicants with Weatherization experience.

For consideration, send a cover letter and resume to Ms. Alicia Moreno at amoreno@ccfcfl.org. Any submission without both documents will not be accepted. No phone inquiries will be accepted. CCFC is an Equal Opportunity Employer. This position close date is May 10, 2018.