



POSITION:	Program Specialist Assistant	REPORTS TO:	WAP Intake Program Specialist
CLASSIFICATION:	Part-time, Non-Exempt	DEPARTMENT:	My HOME

PRIMARY RESPONSIBILITIES:

The Program Specialist Assistant provides friendly and efficient access to the Weatherization Program at Centro Campesino by responding to potential and current client inquiries made in person, by phone or email. Under the supervision of WAP Intake Program Specialist (My HOME), the Assistance Specialist will assist clients in all phases of the application process for the department. The Program Specialist major 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 Intake Program Specialist.

ESSENTIAL JOB REQUIREMENTS:

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

- Open the daily mail and create new client's files
- Verification of clients Income Worksheet
- Assist Clients in understanding and completing applications and intake processes for the Weatherization Assistance Program (WAP)
- Performs an initial review of WAP applications for accuracy to identify any errors or omissions and assures that required forms are completed 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 farmworkers
- Assist Intake Program Specialist answer and retrieve phone messages and send responses by phone, email, mail correspondence to ensure accurate program application and referrals to other staff
- Prepare documents, emails, mail and materials for workshops, WAP application forms to be distributed in the Weatherization service area
- Maintain a daily log of all applicant contacts and reporting it to the Intake Program Specialist on a weekly basis
- Assist in registration and other duties for workshops and events for the Weatherization Program
- Operate multi-line phone and transfer calls as needed
- 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:

The ideal candidate will have demonstrated skills, strong knowledge and experience in the following areas:

- Two (2) years of related work experience
- Bilingual English-Spanish (Trilingual Kreyol a plus)
- Proficiency in Microsoft Office Suite
- Associates Degree/B.A. degree a plus
- Must have the ability to work with co-workers and clients in a professional, confidential and respectful manner, while providing a friendly and welcoming environmental to clients and co-workers
- Commitment to professional communication and confidential maintenance of all client data and agency information
- Satisfactory completion of pre-hire drug screening, credit check, national background screening and satisfactory work references

COMPESATION:

This is a Part-time (20 hours per week), Non-Exempt position. Starting hourly rate of pay is \$11.00 an hour for applicants with Weatherization experience. Please send **cover letter and resume** to Ms. Alicia Moreno at amoreno@ccfcfl.org. Any submission without both items will not be accepted. No phone inquiries will be accepted. Centro Campesino is an Equal Opportunity Employer.