Community Energy Challenge  
Program Assistant  

Position Description

**Position Title:** Community Energy Challenge Program Assistant  
**Reports to:** Nichole Ernest United Way Community Resource Coordinator and CEC Program Director  
**Type:** Part-time, September 2020 – January 2021 (an average of 10 hours per week)  
**Pay:** $17 an hour up to a total of $2500

**General Summary**  
United Way of the Tri-Valley Area is seeking a Program Assistant to help with the planning, implementation, and evaluation of the Community Energy Challenge, which is going into its 11th year. From approximately September – January the Community Energy Challenge strives to help Mainers stay warm and ensure their heating fuel lasts as long as possible, saving them money which can then be used on other essentials. We offer:

- Custom measured and built insulating window panels;
- In-home overview of other energy efficiencies that can be achieved
- The opportunity to volunteer to help build panels for themselves and/or their neighbors

The CEC Program Coordinator works with key volunteers, United Way staff and workshop volunteers to do market outreach, scheduling measurement and installation appointments, intake forms- creating process efficiencies along the way. The CEC Program Coordinator will review all existing documentation and conclude this heating season with an updated Community Energy Challenge Handbook.

**Essential Job Functions**

- Marketing outreach for LiHEAP eligible homeowners or renters (attending regional fuel assistance appointments, targeted outreach, etc.) to sign up for the program.
- Work with key volunteers (Amy and Dan Palmer) to learn and eventually independently complete the following responsibilities:
  - Maintaining intake paperwork and tracking
  - Confirming heating assistance eligibility and getting landlord waiver (if applicable)
  - Scheduling measurement appointments and communicating schedule with volunteers (making logical regional groupings when possible)
  - Scheduling installation appointments and communicate schedule with volunteers
  - Tracking windows through the process
- Create tracking for current and historical data (to show growth of program).
- Work with industry (heating) experts to determine accurate method to calculate heating cost savings.
- Attend at least 3 workshops to see/document the building process.
• Assist in determining what is on hand and needed for inventory.
• Get video testimonials from recipients (current and/or past) and volunteers for marketing purposes.
• Provide high-quality customer services to all homeowners, renters and volunteers, regardless of race, color, sex, age, national origin or disability.
• Complete comprehensive handbook as a resource to have on-hand.

Skills/Experience/Training Required
The qualified candidate will have:
• Experience and/or skills coordinating and supporting volunteers and special events and/or programs.
• Strong communication skills to successfully complete client interviews and provide clients with information and referral to additional services.
• Comfort in working with the public in a friendly, helpful, and supportive manner.
• Ability to clearly communicate instructions and program requirements to volunteers and clients.
• Ability to clearly distill all that is learned into a comprehensive handbook.
• Ability to use and/or create means of tracking data and running reports.
• Strong computer skills with the capability of navigating web sites and internet-based applications.
• Ability to work in a fast-paced, demanding, and detail-oriented environment while working independently, and maintaining a high-level of professionalism and communication.
• Strong problem-solving and multi-tasking skills.
• Ability to maintain a standard of excellence that focuses on accuracy and productivity.
• Willingness to abide by COVID-19 protocols, including wearing a face covering.