HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE : Weatherization Assistance Program Specialist II

SALARY GRADE : 9

FLSA STATUS : Exempt

REPORT TO : Weatherization Assistance Program Manager

SUPERVISES : None

INTRODUCTION

The Weatherization Assistance Program Specialist II will assist with screening application to low income clients; aid with the screening and application process to district staff; assisting with convey information to and from installers; maintain client case folders; record completion of installation of energy devices and energy conservation education.

CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a high school level.

2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success, in getting groups to learn to work together.

3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution.

4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.

5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decisions in a timely manner.

6. Self-Development – Has the ability to demonstrate self-initiative and motivation
for continuous learning, personal development and personal growth.

**ESSENTIAL POSITION RESPONSIBILITIES**

- Must be able to climb up and down a ladder
- Must be able to install small measure devices such as LED lightbulbs, kitchen and bathroom aerators, shower heads, power strips and smoke alarms, etc.
- Assisting District Service Center staff with completing client applications;
- Assisting in delivery of program services to eligible clients;
- Conducting Energy Efficient education to eligible clients and communities;
- Conduct home visits with clients;
- Maintaining client and case-files, and other physical and electronic records in line with program requirements and guidelines;
- Clerical/administrative duties including answering phones and data entry;
- Assisting in maintenance, care, and inventory of tools, equipment, and supplies;
- Conducting in planning, coordinating, and participating in the implementation of training sessions and other related projects;
- Attend mandatory training and staff meetings;
- Assist with the preparation of program audits;
- Gather required compliance data from vendors and contractors in line with program requirements;
- Developing forms and systems for documentation and reporting;
- Document and submit completed work orders to immediate supervisor in a timely manner;
- Plan, coordinate, and participate in the implementation of training sessions and other related projects;
- Monitor, calculate, and verify program running averages to ensure compliance with program standards;
- Execute and perform other duties as required.

**MINIMUM QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION**

An associate’s degree in human services, social work, business or related field is minimally required. A bachelor’s degree in human services, social work, business or a related field is preferred.
EXPERIENCE

Two year of experience providing community services, outreach, information and referral services to individuals, families and groups in the community, as well as low-income and underserved populations is preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid driver’s license and have daily access to an insured automobile. Mileage reimbursement available.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

• Ability to plan, develop and coordinate program activities to meet organization objectives and goals.
• Ability to communicate and work effectively with people of diverse social, economic, and racial backgrounds.
• Ability to gather, interpret data, to reach logical conclusions and make recommendations.
• Ability to formulate new administrative forms, prepare, and submit reports.
• Strong computer skills.
• Strong instructor/teaching skills.
• Ability to monitor programs for compliance with laws, contracts, and RFP’s.
• Ability to assess training needs and conduct training.
• Must be able to work with minimal supervision.

DESIRED SKILLS, KNOWLEDGE & ABILITIES

• Knowledge of the social and community resources throughout O‘ahu.
• Ability to use power tools and measuring devices safely and accurately.
• Good interpersonal skills. Tactful, mature, flexible, and able to get along with diverse personalities.
• Excellent organizational skills
• Skillful in establishing and maintaining a positive and effective working relationship with co-workers, community partners, monitors, and funding sources representatives.
• Ability to learn and adapt quickly.
### PHYSICAL DEMANDS/WORKING CONDITIONS

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<thead>
<tr>
<th>Activity</th>
<th>Rarely</th>
<th>At Times</th>
<th>Constant</th>
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</thead>
<tbody>
<tr>
<td>Work Locations: in doors</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Work Locations: outdoors</td>
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<td>X</td>
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<tr>
<td>Work Locations: sitting</td>
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<td>X</td>
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<tr>
<td>Walking/standing</td>
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<td>X</td>
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<tr>
<td>Bending/crouching/reaching, etc.</td>
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<td>X</td>
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<tr>
<td>Lifting/carrying - light (up to 10 lbs.)</td>
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<td>X</td>
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<tr>
<td>- medium (11 to 20 lbs.)</td>
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<tr>
<td>- heavy (over 20 lbs.)</td>
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<td>Contact with hazardous materials</td>
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<tr>
<td>Dust, smoke, odors, noise, etc.</td>
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<td>X</td>
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<tr>
<td>Travel - inter-island</td>
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<tr>
<td>Travel - long distance (mainland, international)</td>
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<td>X</td>
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<tr>
<td>Use standard office equipment (including PC keyboard)</td>
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