

**REDWOOD COMMUNITY ACTION AGENCY**  
**Energy & Environmental Services Division**  
**PROGRAM MANAGER**

**POSITION PURPOSE**

Under the direct supervision of the Executive Director, the Energy and Environmental Services Division Manager is responsible for the development and management of the Division's various programs including assisting with the hiring and supervision of office and field staff; preparation of programmatic narrative and statistical reports; ensuring compliance with various programmatic, state, federal and local codes and regulations; assisting with grant writing and competitive bid preparation to secure additional funding. The Program Manager, working with the Executive Director, assists with the monitoring of local, state, and federal legislation, regulations and policies affecting low-income services with the intent of educating the appropriate entities as to the impact of the proposed legislation, regulations, and policies on the constituent population.

**ESSENTIAL JOB FUNCTIONS**

Must be experienced in and able to communicate with staff at all levels. It is extremely important to verbally communicate with staff and to form a positive and interactive working relationship with them. When you are first hired it is recommended that you sit down with each individual employee, get to know them and the job that they do, and how they do it. This is an important first step to forming a cohesive team.

**Specific Tasks:**

- Responsible for the administration of programs and the preparation of budgets
- Management of multiple budgets from various funding sources
- Plans, organizes, and provides day-to-day direction of program operations
- Ensures compliance with state, federal and local codes as they relate to program operations
- Prepares grant proposals and competitive bids to secure additional funding
- Ensures that operations are fully staffed to meet program requirements
- Responsible for staff recruitment, evaluating staff performance, and personnel disciplinary issues and performance "counseling"
- Supervises the coordination of program scheduling for all the various programs' outreach, intake, and weatherization activities
- Supervises the Field Operations Coordinator and the Utility Assistance Coordinator to ensure high quality services
- Maintains current resource materials for the various programs utilizing the State's Local Providers' website and other sources as appropriate
- Oversees statistical record keeping, financial and goals attainment data; and the "Hancock" software reporting activities
- Supervises the preparation of the various state and utility company reports, and review of the reports before submission
- Prepares monthly and quarterly reports for grant compliance
- Responsible for the development, supervision and evaluation of the outreach, marketing, and intake processes for the various programs
- Oversees supervision of office staff and crews in all phases of work and ensures that COVID related safety protocols are adhered to
- Works with staff, utilizing a team approach to manage and problem solve issues
- Maintains community services information for client and community partner referrals
- Supervises all phases of program implementation and evaluation in cooperation with the Executive Director

## **Energy & Environmental Services Division**

### **Program Manager (rev. 11/2023)**

- Oversees the use of the Hancock MINT assessment/work order tool for the successful use by field crews, inventory, and billing staff
- Under the direction of the Executive Director, the Energy and Environmental Services Division Program Manager will provide staff training on changes in policy and procedures, program requirements, and program development
- Maintains up to date Policies and Procedures Manual, RCAA Accounting Policies and Procedures and energy related policy documents as required by the funding sources
- Maintains necessary files, and a database of program operations and their day-to-day status
- Oversees the safety, security, housekeeping and repair/maintenance needs of the office and shop locations
- Assists with back-up outreach, marketing and intake for the various programs as needed
- Prepares weekly written reports for the Executive Director and attends weekly meetings to share information and fine tune program operations
- Attend various contract or association meetings, trainings or seminars as required
- Other duties as assigned by the Executive Director

### **JOB REQUIREMENTS**

#### **Knowledge of and Experience With:**

- All phases of program and staff supervision including preparation of monthly reports
- Administration of grant and fee-for service funding including budget development and management
- Grant writing and competitive bid preparation
- Statistical and data collection and interpretation
- Personnel management
- Management of records, fiscal resources, and contracts
- General office principles, practices, and procedures
- Dealing with the public and social services clients
- Basic interview and assessment techniques
- Local community resources in relation to client needs
- General knowledge of budget preparation, financial record keeping procedures, and budget analysis
- Basic math and statistical computation
- Computer software at intermediate level – MS Word and Excel; plus database programs

#### **Ability To:**

- Plan, organize and administer multiple programs
- Address community organizations, other local agencies, and funding sources to promote, educate and solicit support for the various Energy and Environmental Services programs
- Prepare clear and accurate financial reports and program budgets
- Coordinate and develop staff
- Develop skills and knowledge necessary to effectively utilize the Agency's accounting program
- Adapt with flexibility to innovative ideas and changing conditions
- Work effectively with a minimum of supervision
- Compose and prepare routine correspondence and reports
- Develop and oversee general office and clerical procedures
- Research, collate and disseminate information
- Keep accurate financial and statistical records

**Energy & Environmental Services Division**  
**Program Manager (rev. 11/2023)**

- Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation, and spelling
- Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels, life goals and communication skills
- Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate
- Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies, funding source representatives and the local service population
- Travel in-town and/or out-of-town to various contract or association meetings, trainings and seminars as required
- Conduct self in professional, courteous, and cooperative manner at all times; and maintain a professional standard based on RCAA's Personnel Policies and Procedures Handbook and Employee Code of Conduct
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection

**MINIMUM QUALIFICATIONS**

**Required:**

- High School Diploma or equivalent
- Two (2) years demonstrated experience working with low-income people in a social services agency or service-related business requiring contact with the public
- Two (2) years management experience, including the supervision of staff and/or volunteers
- Two (2) years of budget management experience

**Desired Qualifications:**

- Bachelor's Degree in Business Administration, or in a field related to the specifics of the position and division. In lieu of educational requirements, equivalent experience may be substituted on a year-by-year basis
- Possession of a Contractor State License Board Class B License
- Experience in grant writing, report preparation or competitive bid preparation requiring a narrative and budget
- Knowledge of Abila accounting software and Hancock database software
- Familiarity with non-profit funding sources, strategies, and methods for non-profit financial and program management
- Ability to communicate effectively in Spanish, both written and oral forms
- Valid First Aid and CPR certification or willingness and ability to be certified
- Background in energy efficiency

**OTHER REQUIREMENTS**

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
- Must have means and capacity to perform job related duties with personal vehicle, as will be required, and must have proof of current automobile insurance
- Possession of valid California Driver's License with current DMV printout showing acceptable driving record
- Submit to fingerprinting for criminal record clearance and background checks with acceptable results

