



OFFICE OF HUMAN RESOURCES
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JOB ANNOUNCEMENT TITLE: Manager of Weatherization Services

OPENING DATE: October 11, 2021

RECRUITMENT STATUS: In-house/Public

SALARY: Grade 7, \$45,072 - \$49,580 annually

STATUS: Full Time

CLOSING DATE: October 25, 2021

ANNOUNCEMENT #: POS-154-21

DEPARTMENT: Housing & Human Services

FLSA STATUS: Non-Exempt

At The City of Frederick, we value diversity and the respect, engagement and productivity an inclusive environment produces. We seek to consistently improve internal and external customer satisfaction, innovate, and expand capability of services, and be a government that practices equality, equity, and fairness. We invite you to bring your skills, abilities, and knowledge to The City of Frederick and be a valued addition to a workforce that we know is our greatest asset.

Frederick is a progressive, richly diverse, and authentically charming city. Recognized as one of the best places to live in Maryland, Frederick is surrounded by mountain views and centrally located about 45 miles north of Washington D.C. and 45 miles west of Baltimore, MD.

JOB SUMMARY:

The primary responsibility of the Manager is to supervise all aspects of the day-to-day operation of the Weatherization Assistance Program operated by the Department of Housing and Human Services. Duties of the Manager include: administration of daily and overall program operations; supervision and training of program staff; scheduling of staff and specific program operations; coordination of all aspects of service delivery to clients; coordination of all aspects of client services, programmatic and grant reporting and documentation; programmatic planning; and input to the Director and the Assistant Director. This individual will receive direct supervision from the Assistant Director of Housing.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs client intake services including outreach, client problem resolution, data entry, job tracking, and scheduling.
- Performs on-site energy audits, estimations, and calculates potential for energy savings.
- Enters energy audit data from audit into the Hancock database to model homes.
- Performs quality control inspections of newly installed energy-efficient equipment to ensure that it is installed properly and is performing according to specifications.
- Performs and supervises the delivery of all client services pursuant to the day-to-day operation of the Weatherization Assistance Program.
- Supervises the recruitment, hiring, training, performance, and scheduling of program staff, volunteers, and interns. Develops and implements in-service trainings for staff, volunteers, and interns.
- Administers the procurement, inventory, and routine maintenance of necessary supplies and equipment.
- Monitors program and grant performance and prepares necessary reports.
- Provides individual case consultation with other staff members for the purpose of creative problem solving and innovation.
- Provides appropriate supervision of all program staff, volunteers, and interns; completes annual performance reviews on all program staff.
- Facilitates meetings such as case reviews and team meetings; attends Staff Meetings; and provides case presentations.
- Assists in the administration of charge accounts, vendor accounts, and purchase orders.
- Coordinates all aspects of programmatic quality assurance including, but not limited to chart audits, annual credential certifications, client exit interviews, satisfaction surveys and inspections.
- Develops and organizes presentations at City, inter-agency and community events to promote weatherization and other related energy related programs, funding requests, and energy equity.
- Represents the Weatherization department at City, inter-agency and community meetings and events.
- Develops and implements program components that enhance the delivery of services to low-income clients.
- Provides direct client services such as outreach, weatherization services, and/or housing services.

- Develops and maintains relationships with other providers of services.
- Maintains all paper and electronic records as needed; performs data entry and produces reports.
- Responds to environment accidents as required and follows up on all Accident/Incident Reports submitted by program staff.
- Assists with other administrative, casework, client service, clerical, and maintenance duties.
- Performs other duties as assigned.

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

REQUIRED EDUCATION AND/OR EXPERIENCE:

- Associates degree or equivalent in construction management, business management, human services, social sciences or a related field.
- Three (3) years of weatherization experience as auditor and/or quality control inspector may be substituted for associates degree.
- Three (3) years of management or supervisory experience; additional years of higher education may be substituted for years of management or supervisory experience.

REQUIRED CERTIFICATES AND/OR LICENSES:

- Vehicle Operator's license with satisfactory driving record that meets insurability standards of the City's insurance carrier is required. The employee must maintain the license for the duration of their employment.

REQUIRED SKILLS (Communication/Language; Mathematical; Computer; etc.):

- Building Performance Institute Home Energy Professional Energy Auditor Certification or ability to obtain within three (3) months of hire. The employee must maintain the certification for the duration of their employment.
- Building Performance Institute Home Energy Professional Quality Control Inspector Certification or ability to obtain within three (3) months of hire. The employee must maintain the certification for the duration of their employment.
- Strong interpersonal communication skills and an ability to provide services to persons who are low-income.
- Good written and oral communication skills.
- Ability to read and interpret documents using the English Language.
- Ability to safely drive cargo and passenger vans and vehicles with manual transmissions.
- Ability to use basic computer programs such as MS Word, Outlook, Excel, and PowerPoint.
- Ability to use home modeling reports and software (Hancock, HEAT).
- Ability to work within a multidisciplinary team.
- Commitment to professional ethics and standards.

OTHER DESIRABLES:

- Bachelor's degree in relevant field or discipline.
- Training in Weatherization Tactics, Energy Auditing, and Weatherization of Mobile Homes.
- Ability to communicate using the Spanish Language.
- Ability to communicate using American Sign Language.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is frequently required to remain in a stationary position and/or to move about for long periods of time, and position self to reach items above or below their reach. The employee must occasionally ascend and descend levels and/or ladders. The employee is occasionally required to lift and/or move up to 20 lbs. Specific vision abilities required by this job include the ability to observe and inspect items directly in front or to either side of self, to assess items at a distance, to distinguish colors, depth perception, and ability to adjust focus. The employee is subject to the use of Universal Precautions as required by the Bloodborne Pathogens Exposure Control Plan, and to annual

Tuberculosis (TB) Testing as required by the Tuberculosis Prevention Plan or as recommended by the employee's private physician.

WORK ENVIRONMENT/CONDITION: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The employee is exposed periodically to outside weather conditions, but most work is performed in a typical office setting. Open-toed shoes and sandals are prohibited in the work setting; steel-toed work boots and other personal protective equipment may be required.

Equal Opportunity Employer