

Sarah Murphy

Program Manager

Passionate and mission-focused manager with over ten years of case management and eligibility experience seeking to join an outstanding organization committed to transforming lives and building community.

PROFESSIONAL EXPERIENCE

Energy Conservation Program Manager

Southwestern Community Services, Keene, NH March 2018 - May 2025

- Responsible for supporting the Program Director in the planning, management direction, project completion, and client satisfaction outcome of projects.
- Oversee client eligibility, enrollment, and case management with regard to program priorities and grant criteria.
- Effectively promote energy conservation benefits through strategic outreach to key community partners for various levels of education and participation.
- Developed a waitlist priority system to streamline Auditor scheduling, reduce deferrals, and exceed utility production goals.
- Assist with hiring and training program assistants and project managers.

Energy Services Intake Specialist

Southwestern Community Services, Keene, NH May 2015 – March 2018

- Maintained program integrity when qualifying a high-volume of income eligible households seeking federal, state, and utility-funded energy assistance.
- Diligently worked with participants to prevent heating emergencies, obtain conservation services, vendor mediation, and benefits management.
- Efficiently monitored and validated benefit payments for the fiscal department.
- Certified the eligibility of 25+ applications each day by applying program criteria, ensuring proper documentation and review of accuracy.
- Assist with hiring and training intake specialists.

Enrollment Services & Student Affairs Associate

Landmark College, Putney, VT October 2013 - January 2015

- Addressed phone, walk-in and email inquiries relative to campus visits, the application process, and admissions packet completion.
- Provided excellent administrative support to Admissions, Enrollment Management, and Dean of Students.
- Coordinated admissions with internal departments and external organizations to obtain student records, IEPs, and 504 plans.
- Represented office at campus events for prospective students.

Assistant to the Director of Development

Retreat Domestic Violence Agency, East Hampton, NY May 2012 - January 2013

- Assisted the Director with an integrated annual fundraising campaign providing support for event planning, media kits, and advertising.
- Accurately managed confidential database and tracking systems for cultivation, report processing, gift reconciliation, and prompt donation acknowledgement.
- Provided information, referral, and crisis intervention to hotline callers through professional manner and a high level of empathy and sensitivity.
- Composed, prepared, edited, and distributed correspondence across departments
- Average number of hours worked per week: 35

(631) 599-1860
Wilmington, NC 28412
sarah.m.murphy13@gmail.com

HIGHLIGHTS

- Microsoft Office proficiency
- Database and record management
- Interpret and apply regulations, standards, and procedures
- Accuracy and attention to detail in a fast-paced atmosphere
- Organize and prioritize work with a minimum of supervision
- Develop strategies for community engagement and public relations
- Motivational Interviewing
- Creative problem solving
- Resource coordination
- Data collection and evaluation
- Commitment to mission-driven work
- Refined relationship building
- Person Centered Planning
- Trauma Informed Care

EDUCATION

Associate of Science,
Human Services, summa cum laude
River Valley Community College, NH
2015

Bachelor of Science,
Marketing,
Long Island University, NY 2004

Non-Profit Management,
Keene State College, Graduate Studies
& Extended Education 2022

Recovery Coach,
Connecticut Community for
Addiction Recovery (CCAR),
Recovery Coach Academy 2016