

## Work Plan

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**JOB DESCRIPTION TITLE:** Program Specialist I  
**WORK PLAN TITLE:** Project Coordinator  
**JOB CODE:** PSPEC1  
**DEPARTMENT:** Home Improvement  
**PROGRAM:** Weatherization and Home Repair  
**REPORTS TO:** Weatherization and Home Repair Program Manager  
**SUPERVISES:** N/A  
**FLSA STAUS:** Non-Exempt

**JOB SUMMARY:**

Position is responsible for performing the following project assessments: structure assessment and inspection, diagnostic testing, “in-home” conservation and home maintenance education, identifying and communicating projected scope of work to client, writing scope of work for the weatherization program, writing scope of work for the rehabilitation program, specification measures and soliciting appropriate bids for weatherization and rehabilitation, work as part of a team to establish weatherization and rehabilitation production schedule, communicating and coordinating weatherization projects with agency staff, monitoring contract work in progress, acting as agency liaison for clients during the work phase of the project, determining appropriate funding sources for projected work, inspecting completed projects, securing client sign-off, performing closure of the enhanced projects coordinated (WX and Rehab).

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

1. Provides energy conservation and maintenance education to participating homes for weatherization and rehabilitation, along with developing the scope of work for the completion of project.
2. Writes project specifications and coordinates with subcontractors and agency staff to perform specified work. Monitors work in progress as needed. Secures needed permits and inspections.
3. Schedules and performs quality assurance inspections for energy efficiency retrofit work.
4. Proctors Building Performance Institute (BPI) written and field exams.
5. Schedules, tracks, and performs Housing Quality Standard (HQS) inspections.
6. Trains individuals and contractors in weatherization techniques and standards, lead safe work practices and BPI protocols.
7. Acts as agency liaison for participating families during the “in progress” phase of their weatherization and/or rehabilitation project.
8. Responds to calls or complaints regarding projects.
9. Acts as lead in the dissemination of information and development within housing services regarding rehabilitation programs.
10. Works as part of team to develop and maintain a weatherization and rehabilitation production schedule.
11. Manages, files, and monitors project costs, averages and compliance with funding source rules.
12. Performs or coordinates the “in progress” and final inspection process of their designated projects.
13. Participates in meetings, trainings, contract training and program planning.
14. Participates in development and delivery of safety topics for monthly safety meetings.
15. Provides quality assurance support to energy efficiency retrofit programs.
16. Organizes and plans the physical and logistical installation of weatherization/rehabilitation measures according to the work orders (assessment).
17. Completes and submits daily inventory, purchase orders, material and tool requests and completed project files.

**OTHER RESPONSIBILITIES:**

- 1. Attends regularly scheduled staff meetings and trainings.
- 2. Other duties as assigned.

**EDUCATION/EXPERIENCE REQUIREMENTS:**

- Experience in the construction and energy conservation field preferred. Experience with energy retrofit installation preferred.

**SPECIAL REQUIREMENTS:**

- Valid Washington State Driver’s License at time of hire.
- A three-year driving abstract must be submitted upon request.

**SKILLS AND ABILITIES REQUIRED:**

- 1. Innovation skills; ability to think creatively and independently to develop and implement new procedures or systems.
- 2. Interpersonal skills; ability to work effectively with team members, contractors and clients.
- 3. Training skills; ability to teach others.
- 4. Verbal and written communication skills.
- 5. Ability to make budget recommendations to managers responsible for funding and approving budgets.
- 6. Time management and organizational skills

**WORKING CONDITIONS:**

Work is performed primarily in a home setting. Work may be performed outdoors in all weather conditions, typically in an environment similar to a construction site. Frequently works in confined spaces, such as beneath floors, in attics and crawl spaces. May require working on rooftops and other potentially hazardous areas, such as around electrical wiring. May be exposed to dusty, wet, muddy, poorly ventilated and occasionally unsanitary environments. Requires frequent travel; occasionally requires driving in adverse weather conditions. Occasionally exposed to outside seasonal weather conditions, dust and/or loud noises such as sirens and traffic congestion.

**ACKNOWLEDGEMENT:**

This work plan describes the general nature and level of work performed by an employee assigned to the role. It does not imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other duties as requested by the Supervisor/Director. All requirements are subject to change over time.

I acknowledge that this work plan is neither an employment contract nor a legal document and does not alter the employment at-will status. I have received, read, and understand the expectations for the successful performance of this job.

I have reviewed this work plan.

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Name (printed):

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Signature / Date:

**JOB CLASSIFICATIONS:**

**EEO Class:**

**EEO Job Group:**

**L&I Code:**

## Job Description

<b>Position:</b>	Program Specialist I
<b>Salary Level:</b>	7
<b>Status:</b>	See work plan

### JOB PURPOSE:

Delivers programs and services

### ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- Provides direct services
- Builds and maintains relationships with clients and/or community partners
- Maintains client files and program/service records
- Performs data entry and tracking
- Responds to emergent issues with clients and/or community partners
- Maintains specialized knowledge and/or certifications
- Assesses needs based on program requirements
- Provides technical training and education to practitioners, community partners, or clients
- Performs case and project management

### OTHER RESPONSIBILITIES:

- Performs all other related duties as assigned.

### EDUCATION/EXPERIENCE REQUIREMENTS:

- Four year degree,
- Two years of experience, or
- Year for year experience to replace degree
- Maintains related specialized knowledge and/or certifications

### SKILLS AND ABILITIES REQUIRED:

#### Competencies:

- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective.
- Presentation skills: organizes and delivers public speeches that effectively inform or persuade audiences, fielding audience questions comfortably and confidently.
- High standards: establishes and models standards that guarantee exceptional quality and necessary attention to detail; continually seeks to improve processes and products

**Skills:**

- Solve practical problems
- Exchange basic information or data
- Explain technical data/information in understandable terms
- Interview to gather information
- Advise others on alternatives, options
- Coach and counsel
- Compose routine correspondence
- Maintain composure under pressure
- Exhibit solid judgment
- Perform arithmetic calculations
- Public speaking

**Equipment:**

- Computer/laptop/printer
- Fax/scanner/copier
- Software programs, including databases
- Telephone

**PHYSICAL and SENSORY QUALIFICATIONS:**

R = rarely      O = occasionally  
 F = frequently

<b>Physical Activity</b>	<b>F</b>	<b>O</b>	<b>R</b>
Sitting			
Stationary standing			
Walking			
Crouching (bend at knee)			
Kneeling/crawling			
Bend at waist			
Twisting (knees/waist/neck)			
Climbing			
Grasping			
Driving a car			
Repetitive motions (keyboard/data entry)			
Lifting/Carrying: <b>20 pounds</b>			
<b>Sensory Activities</b>	<b>F</b>	<b>O</b>	<b>R</b>
Talking (in person/on phone)			
Hearing (in person/on phone)			
Vision for close work			