

## Job Announcement - Re-Advertise

<b>Position:</b> Program Manager	<b>Department:</b> OHEP
<b>Location:</b> Hughesville, MD	<b>Employment Status:</b> Full-Time
<b>FLSA:</b> Exempt <b>Grade:</b> 15	<b>Compensation:</b> \$50,433 - \$75,649
<b>Weeks Worked:</b> 52 <b>Created:</b> 09/25/2020	<b>Work Per Week:</b> 40 + hours
<b>Revised:</b> 2/26/2021	Monday – Friday, some evenings/weekends
<b>Opening Date:</b> October 4, 2021	<b>Closing Date:</b> Until Filled

**Summary of Job Description:** Responsible for reviewing accuracy and eligibility of completed customer applications for services such as utility and emergency assistance. The Program Manager will generate certification or denial status for customer applications, conduct file compliance audits. Responsible for preparing and submitting reports. Develop and execute outreach and recruitment plans, support activities to designated counties. Duties involve working with utility vendors and direct supervision and training of assigned staff. Assist with budget preparation, strategic planning, grants, and proposals. The Program Manager is directly responsible to the Director of Housing and Emergency Services and acts in the absence of him/her.

**Summary of Requirements:** *Bachelor's Degree* in social work, human services, or related field, and three (3) years of previous management experience required. Nonprofit and human service experience and two (2) years of supervisory experience preferred. Experience in grants management and budgeting necessary. Skills and proficiency using Microsoft Word, Excel, Outlook, or other software applications to conduct research, retrieve data, create spreadsheets and reports. Experience with budget planning, preparation, and administration. Strong writing and grammar skills and ability to independently draft correspondence pertaining to program operations, policies, and procedures.

Must be able to manage multiple services, projects, and deadlines effectively simultaneously. Must always maintain confidentiality. Ability to plan, organizes, and prioritizes assignments to independently meet deadlines and complete tasks accurately, under the pressure of constant interruption. Demonstrated ability to analyze problems/issues, gather data and information, evaluate, and recommend alternative solutions, or effect solutions with a tolerance for ambiguity and change, when necessary. Communicates effectively and professionally, using tact, discretion, and diplomacy in both written and verbal formats with coworkers, supervisors, customers, and vendors. Demonstrate team-building skills to establish and maintain good working relationships with colleagues and staff.

### **Responsibilities and Duties:**

Ensure proper disbursement of program funds

- Review and certify applications for state approval and payment.
- Conduct file compliance audits
- Prepare reports
- Generate a pre-energy delivery statement (EDS) report that verifies correct benefit amounts, fuel type before submission for payment
- Track monthly electronic payments requests and refunds
- Track payment refunds
- Assist with audit/monitoring process and reports at the end of the program year

Provide Day to Day Oversight of Program and Assigned Staff

- Assist with onboarding and training staff on program policies, procedures, and processes
- Monitor the day-to-day workload of assigned staff

- Assume a supervisory role in the absence of the Director of Housing and Emergency Services
- Monitor productivity of applications entered
- Track daily status of Energy Assistance applications.
- Serve as a contact person for vendors as required
- Handle system adjustments of denied applications and reapplications
- Generate and distributes application status reports
- Respond to customer inquiries proficiently and thoroughly explains the requirements to qualify for energy programs to potential clients
- Act as a liaison between clients and vendors

Responsible for programmatic record keeping and report writing

- Produce management and statistical reports as required by the State
- Generate ad hoc programmatic reports to verify correct benefit amounts, fuel type before submission for payment
- Generate financial tracking reports (batch check runs) for funds expended per county
- Generate audit reports at the end of the program year

Provide outreach services to Calvert, Charles, and St. Mary's Counties

- Develop outreach and recruitment plan
- Assists at all energy fairs and other events quarterly and as assigned
- Refer clients for other resources for assistance
- Provide presentations to community partners
- Provide technical support to preparing proposals and grant applications.

Assist with grants management and budgeting

- Research grant opportunities
- Prepare grant narratives
- Prepare budget drafts
- Participate in strategic planning and program evaluations
- Monitor progress
- Prepare and submit reports

Other duties as assigned.

**Licenses or Certificates:**

Valid Driver's License.

**Special Requirements:**

State and Federal Bureau of Investigation Criminal Background Check, National Sex Offender Public Registry Check, Physical, Tuberculin PPD Tine Test at the time of employment, and annually, or by physician requirement, thereafter, and Pre-Employment, Random, Post-Accident Drug, and Alcohol testing. Available to work evenings and weekends.

**Physical Demands:**

Work requires limited physical effort.

**Applications Accepted by Mail and Online**

**Mail to:**

SMTCCAC, Inc. - Human Resources Dept.  
P.O. Box 280 Hughesville, MD 20637

**Online at:**

[www.smtccac.org](http://www.smtccac.org)

**Required Documents:** The following documents are required based on job: In addition to your application and resume, please provide a copy of your degree and/or a copy of your college transcripts. Applications and Documents submitted with missing information will not be considered. Do not send applications via Fax.

*An Equal Opportunity/Affirmative Action Employer*

---

P.O. Box 280, Hughesville, Maryland 20637



Tel: 301.274.4474