Lead Program Assistant

ABOUT US: (Enter your organization information here)

WHAT IT’S LIKE TO WORK FOR (Enter your organizations name): Enter your organization information here

POSITION OVERVIEW: The Lead Program Assistant supports the successful delivery of the (Enter your organizations name) lead and healthy homes services, including customer outreach, lead and healthy homes assessments, applicant intake, documentation and reporting, customer service, and general office support. This position will work closely with the Lead Manager, Lead Coordinator, Lead & Healthy Homes Evaluators / Case Managers, and other staff engaged in weatherization and lead services, such as training and outreach. This position interfaces with a variety of organizational personnel, external agencies, customers and the general public.

WHO WILL BE SUCCESSFUL: The people who thrive on our team are passionate, visionary, curious, creative, open-minded, flexible, self-directed, and willing to learn from mistakes. They are also results-driven, detail-oriented, and responsible.

RESPONSIBILITIES:

* Provide program outreach and marketing for target customers
* Carry out intake and collection of documents for determining qualified applicants for weatherization and lead programs
* Provide outstanding customer service to customers, vendors, health departments and program applicants.
* Assist in the preparation of regularly scheduled reports
* Carry out administrative duties such as applicant file prep, scanning, filing, etc.
* Maintain computer and manual filing systems
* Handle sensitive information in a confidential manner

**QUALIFICATIONS:**

**Required Knowledge, Skills and Experience**

* High school diploma or equivalent
* Experience in community-based projects and programs
* Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
* Proven administrative experience
* Strong organizational and planning skills
* Attention to detail
* Outstanding verbal and written communication skills
* Willingness and ability to learn new software
* Reliable transportation, proof of insurance and a valid driver’s license
* A flexible schedule and the ability to provide services on weekends and evenings, as needed

**Preferred, But Not Required**

* Knowledge or experience in lead and healthy homes field
* Spanish language proficiency
* Experience with Salesforce

**Ambition and Vision** - ability to take initiative, be proactive, and come up with your own list of projects and priorities; a wide degree of creativity and latitude; self-motivated

**Personality and Eloquence** - Strong written and verbal communication skills; ability to represent (Enter your organizations name) in a professional and personable manner and build relationships with a wide-range of people; ability to use both “head and heart” methods of persuasion

**Mission-Related Knowledge** - Passion for (Enter your organizations name) mission, especially related to environmental health

**Positive Workstyle** - Ability to work with a positive and professional attitude; ability to work well with diverse personalities, in a team or individually; excellent organizational skills, and a high level of attention to detail

**POSITION DETAILS:** (May change based on your organization) Non-exempt, 40 hour/week position, flexible schedule. Starting Wage: $17.50-$20/hr.

**Please send cover letter and resume to** (Enter your organizations email) **Your application materials should demonstrate why you’re a good fit for this position and what *specific* skills, experience, talents, and interest you’ll bring to the table.**