



The Baltimore City Mayor's Office of Human Services, Community Action Partnership (CAP) program is seeking dynamic individuals to join its team to implement energy assistance services in its Office of Home Energy Programs (OHEP). Work in this position includes no supervisory responsibilities or requirements.

Responsibilities of the position include but are not limited to:

- Assess and determine that individuals who receive energy assistance meet the eligibility qualifications as outlined by the Public Service Commission Vulnerable Population Energy grant.
- Complete error-free documentation and ensure that applications are processed on a timely basis to allow for the prompt payment of benefits.
- Ensure that all supporting documentation are included and applications certified in the OHEP system. Incumbent may make home visits to obtain required documents.
- Create and organize clients' electronic and paper files as per agency policy; create procedures for all core programs to ensure all required documentation and information is included on a daily basis with no errors.
- Conduct workshops for clients receiving grants through the Vulnerable Population Energy program.
- Enter, update and retrieve information using applicable computer software applications.
- Participate in meetings, workshops and trainings as scheduled and required to competently perform duties and responsibilities.

Knowledge, Skills and Abilities:

- Knowledge of the function of community services and agencies, concepts of community development.
- Knowledge of community needs and available resources.
- Knowledge of community service organizations and their functions.
- Skill, in certain designated positions, in speaking, translating, reading and writing a non-English Language utilizing specific established rules pertaining to such factors as spelling in letters or characters in a non-Latin-based alphabet or writing system, word meanings, sentence structure, grammar, pronunciation, punctuation and other related language mechanics.
- Ability to interpret and explain Baltimore City and State laws, ordinances and regulations regarding sanitation, housing, public health and related social services to the general public.
- Ability to gather and retain information about the range of services offered by City and State agencies and private institutions and charities.
- Ability to disseminate information and to explain City, State and private institutional services and programs to individuals, businesses and community groups.
- Ability to advocate for others and to persuade others to advocate on their behalf.
- Ability to coordinate responses and work efforts from multiple agencies, institutions and community resource organizations.
- Ability to communicate effectively, both orally and in writing.
- Ability to deal with emergency situations with calm, tact and dispatch.
- Ability to conduct and process multiple assignments simultaneously.
- Ability to maintain records and document information accurately.
- Ability to establish and maintain effective working relationships with people of varied backgrounds, including neighborhood residents, government personnel, and personnel of community, institutional and private charities.

Education and Experience Requirements:

Bachelor's degree from an accredited college or university; and one year experience in performing community service work and working with community organizations.

Equivalencies: Graduation from an accredited high school or possession of a GED certificate and two years of experience in performing community or customer service work OR an equivalent combination of education and experience.

This is a non-civil service position with a salary range of \$18,200 - \$29,494. This position is not represented by a bargaining unit and does not include a benefits package. Those considered for employment must –

- Possess a valid Maryland Driver's license and a reliable vehicle for travel to program locations.
- Submit to a drug screen test.
- Authorize release of a criminal background check from the Maryland State Police.

To Apply: Please forward resumes by regular mail or e-mail only to the attention of Ms. Susan Olubi, Director of Administrative Services, Mayor's Office of Human Services, 7 E. Redwood Street, 5th Floor, Baltimore, MD 21202; Susan.Olubi@baltimorecity.gov. No facsimiles accepted. Applications will be accepted on a continuous basis until filled.

Baltimore City is an Equal Opportunity Employer