



**MAYOR'S  
OFFICE OF HUMAN SERVICES  
ENERGY PROGRAM ASSISTANT**

The Baltimore City Mayor's Office of Human Services, Community Action Partnership (CAP) program is seeking dynamic individuals who will be responsible for performing a variety of routine office, administrative and keyboarding work in an Energy Assistance Program (EAP). Employees in this class work a conventional workweek. Work requires minimal physical exertion but may involve lifting moderately heavy packages and/or stacks of mail and other materials. Work of this class involves no supervisory duties or responsibilities. Incumbents receive close supervision from an administrative supervisor.

**Responsibilities of the position include but are not limited to:**

- Research potential and current EAP client's inquiries; provides information to resolve potential problems.
- Maintain application filing system and related records for the energy assistance program; updates client's records as needed.
- Use automated office software to create, edit, update and revise databases and spreadsheets that generate reports.
- Prepare, type, format and edit a variety of correspondence and forms of limited complexity using automated software.
- Greet visitors and answer general questions relating to departmental procedures and operations and provide information on departmental services and functions to the public.
- Prepare, receive, open, sort, log, deliver and distribute mail; lift and stack mail and other materials.
- Answer telephone calls, retrieve messages from departmental and superior voice mail and provide information regarding office functions, operations and procedures.
- May attend or participate in meetings with the public on behalf of the energy assistance program.
- Enter, retrieve and update information using computer software applications.
- Perform other related duties as assigned.

**Knowledge, Skills and Abilities:**

- Knowledge of basic English grammar, spelling and punctuation.
- Knowledge of basic computer operations and common business software applications such as document management and word processing.
- Ability to operate Microsoft Office Suite Products at a basic level.
- Ability to perform simple arithmetic computations and to use a ten-key calculator with accuracy.
- Ability to establish and retrieve records from filing systems alphabetically, numerically or by subject, or following some other readily learned procedure.
- Ability to file materials alphabetically and numerically.
- Ability to understand and follow simple written or oral instructions.
- Ability to deal courteously with employees and the general public at all levels of government, and to work effectively with varying temperaments, both in person and by telephone.

**Education and Experience Requirements:**

Requirements - Graduation from an accredited high school or possession of a GED certificate.

Equivalencies – Equivalent combination of education and experience.

**This is a temporary part-time (30 hours a week) non-civil service position** with a salary range of \$9.25 - \$10.50 per hour. This position is not eligible for benefits. Upon hire, candidates must –

- Submit to a drug screen test.
- Authorize release of a criminal background check.

**To Apply:** Please forward resumes by e-mail only to the attention of **Ms. Susan Olubi**, Mayor's Office of Human Services, 7 E. Redwood Street, 5<sup>th</sup> Floor, Baltimore MD 21202; [Susan.Olubi@baltimorecity.gov](mailto:Susan.Olubi@baltimorecity.gov), **no later than 4:00 pm on Friday, August 4, 2017.** **No facsimiles accepted.**

**Baltimore City is an Equal Opportunity Employer**