

HEAP COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves planning, coordinating and supervising a large, complex energy assistance component offered through the Department of Social Services and the Office for Aging. An employee in this class is responsible for programmatic and budgetary grant preparation, public relations, administrative procedures and in-service training programs for staff. The work is performed under the general supervision of a higher level administrator with wide leeway allowed in the exercise of independent judgement in planning and carrying out the work of the position. Supervision is exercised over the work of program personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Plans, coordinates, implements and supervises a complex energy assistance component offered through the Department of Social Services and the Office for Aging;

Manages and monitors financial aspects of benefit payments, furnace repair or replacement and administrative costs;

Writes and submits required programmatic, statistical and budgetary reports, yearly grant proposal and other required reports;

Develops and participates in liaison activities with public, private and volunteer agencies and committees, including specific program advisory boards;

Develops community awareness of services available through the program by utilizing public information techniques such as writing news releases, establishing contacts with the media, speaking to groups;

Operates a personal computer to enter and retrieve data, and maintain records;

Makes recruitment and hiring decisions of program staff, participants and volunteers;

Monitors the performance of program subcontractors;

Trains and encourages staff development through in-service programs;

Supervises the work of agency employees, interns and volunteers.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of management techniques as they relate to organizing and prioritizing work;

Good knowledge of community agencies, facilities and services which can be used to aid those in need of energy assistance;

Good knowledge of public information and relations techniques;

Good knowledge of governmental grant writing;

Working knowledge of governmental budgeting procedures;

Ability to empathize with the characteristics, needs and problems

of the clients of the program;
Ability to plan and supervise the work of others;
Ability to communicate effectively both verbally and in writing;
Initiative;
Resourcefulness;
Tact;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Psychology, Sociology, Education, Public or Business Administration or a closely related field, and one year experience in community organization or human services, *;OR
- B) Graduation from a regionally accredited or New York State registered two year college or university with an Associate's Degree and three years experience in community organization or human services; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

NOTE: Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Psychology, Sociology, Public or Business Administration or a closely-related field may be substituted year-for-year basis.

*Human Services experience is that which is involved in the direct delivery of social, economic or emotional support services to people who are having difficulty coping with the pressures and strains of modern life. The experience requires judgement on the part of the individual in dealing with or responding to the client. Teaching experience is not considered human service experience.