



Central Coast Energy Services

Job Description

Title:	Community Outreach Worker
Reports To:	Marketing and Outreach Manager
FLSA	Non-Exempt
Salary:	\$15-\$21/hour depending on experience
Schedule:	Full time/Regular

General Duties and Responsibilities: Under general supervision, the Community Outreach Worker will provide direct public outreach services at various locations throughout Monterey, Santa Cruz, San Benito and San Mateo Counties to promote Central Coast Energy Services' programs. This includes, but is not limited to, distributing CCES program information and applications at community based organizations, county offices, during special community events and door-to-door campaigns. The Community Outreach Worker is responsible for maintaining documentation, confidentiality, and time sensitive materials.

All CCES employees must:

- Work safely and take responsibility for a safe and healthy workplace (on and off site).
- Contribute to the accomplishment and continual refinement of Central Coast Energy Services' mission and goals.
- Support each member of the Central Coast Energy Services team in the efficient delivery of quality service.
- Train others to become productive members of the Central Coast Energy Services team.
- Be dedicated to the compassionate service of those in need.
- Maintain confidentiality of customer information and personnel matters.

Specific Duties and Responsibilities:

This position requires the ability to interact with diverse individuals, groups and environments. The Community Outreach Worker must have good social skills in order to deal with people and must be able to effectively:

- Motivate public to fully participate in CCES programs - especially the home weatherization program
- Explain application requirements and collect necessary information and documents
- Encourage assistance with on-site application completion
- Schedule follow-up appointments as needed
- Conduct case-management on special applicants as needed
- Coordinate materials for each outreach location
- Log applicants and complete a daily site evaluation
- Engage employees in outreach activities
- Maintain cooperative working relationships with site personnel
- Assist in the coordination and execution of mass mailings
- Conduct research and compile data on a variety of topics
- Assist in day-to-day administrative tasks and project-based work
- Set priorities and work independently in the absence of supervision
- De-escalate unpleasant situations
- Present a positive public image
- Drive safely to outreach sites
- Work evenings/weekends
- Other duties as assigned

Skills and Minimum Qualifications:

- Bilingual: Spanish (spoken and written)

- Basic knowledge of outreach principles; strong interest in providing outreach services to the community
- Ability to work productively as a cooperative team member and independently - with limited supervision
- Ability to communicate effectively and follow oral and written instructions
- Good organizational skills and attention to detail
- Ability to operate office equipment: computer, fax, postage machine, copier, printer, and multi-line telephone

License Requirements:

Possession of a California Driver's License, and a good driving record.

Minimum Computer Proficiency Skills:

- Microsoft Word—Intermediate
- Microsoft PowerPoint--Beginner
- Microsoft Excel-- Beginner
- Microsoft Outlook—Intermediate
- Microsoft Access--Beginner

Central Coast Energy Services reserves the right to verify skill proficiency through testing on any of the above referenced categories and any other skills and knowledge required by the position applying for.

Training and Experience:

Any combination of training and experience that would provide the required skills and minimum qualification is qualifying. A typical way to obtain these skills would be:

- High School Diploma/GED
- Minimum 2 years of experience performing duties comparable to that of a Community Outreach Worker

Benefits:

CCES offers our regular employees a full benefit package, including medical, dental, vision, etc. Added benefits of joining our organization include company barbeques twice a year, professional skill development trainings, annual holiday party, recognition awards, and birthday/special occasion celebrations.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop. The employee will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and ability to adjust focus.

All applicants invited to interviews will be required to provide a DMV Driver's License Record Printout dated within the previous 30 days.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 40), veteran status or any other merit factor unrelated to job duties.

An Affirmative Action/Equal Opportunity Employee