

**Greater Washington Urban League
Position Description**

Position Title: Program Coordinator/Document Controller

Department: Housing

Pay Status: Exempt

Salary: \$48,000 - \$53,000

Reports To: Senior Program Manager

Position Status: Full-Time

Purpose of Position

Under supervision of the Senior Program Manager, the Program Coordinator is responsible for assisting in the organization of documents and coordinating with other team members the project calendar for the Greater Washington Urban League's Weatherization Program Grant. The candidate will assist with planning, implementing, and marketing for the three divisions of the Weatherization program that include the Low-Income Heating Emergency Assistance Program, Weatherization Assistance Program, and the Lead Reduction Program in Washington, DC. Incumbent will provide active support for daily activities and operations. Will work with Senior Program Manager, and other team members to ensure all clients are scheduled for inspections by GWUL Inspectors and designated Contractors. The Program Coordinator will treat all individuals with dignity and respect, make necessary referrals for clients, and exemplify the Greater Washington Urban League's commitment to empowering people to reach their potential.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Support planning and coordination of the Weatherization program and its activities.
- Ensure implementation of policies and practices as outlined by the Department of Energy and Environment (DOEE) and Greater Washington Urban League (GWUL).
- Assist in the development of optimum customer service to ensure GWUL maintains the best client relationship that extend beyond the scope of work.
- Assist in helping to build positive relations within the team and external parties, such as DOEE team members, GWUL Inspectors, Contractors, and training programs.
- Assist in the management of communications through client education, media relations, social media, and other related areas.
- Communicate with team members, which include GWUL weatherization staff, inspectors, and contractors to ensure maximum efficiency via emails, TEAM meetings, and phone calls.
- Keep all members of the team up to date with relevant project information.
- Assist in the scheduling and organization of pre-inspections, in-progress, and post inspections, as well as meetings/events and maintaining agendas.

- Ensure technology is used correctly for all operations (video conferencing, presentations etc.).
- Assist in the preparation of inspection documents, paperwork and ordering of materials.
- Keep updated records and create reports or proposals.
- Review program logs to ensure total compliance with the latest DOEE standards and guidelines while taking care of discrepancies.
- Assist in the preparation, modification, and filing of reports, and documentation as necessary, including daily summaries of activities and incidents, post-program overviews, recommendations for future services, and analysis of overall program effectiveness.
- Assist in organizing weekly staffing schedules and managing additional resource allocation as needed for special programs, weatherization events, recruitment campaigns, and employee morale-building activities.
- Assist in conducting a minimum weekly departmental meeting with staff and contractors, which will include recording the minutes.
- Utilize Department of Energy and Environment database including Microsoft Office, Adobe, and other specialized software.

Minimum Training and Experience Required to Perform Essential Duties and Responsibilities

- Associates degree in administration or related field required, or any equivalent combination of education and training which provides the requisite knowledge and skills.
- Three to five years previous experience in office management, or administrative operations, or related field which provide the requisite abilities for this job.
- Experience with various database applications including Microsoft Excel and other specialized software, such as Adobe.
- Skilled in the use of computers for emails, creating files, and manipulation of file processes, including Microsoft Office Word, Excel, and Outlook.

Special Requirements

- Must be able to complete all DOEE required training within 90 days. (GWUL will provide the cost of training).
- Ability to travel locally, regionally, and nationally to attend meetings, workshops, and conferences.
- Other requirements that are a plus, but not required: Office Certifications or associate degree.