

Central Coast Energy Services

Job Description



Title: Community Outreach Specialist
Reports To: Director of Marketing and Outreach
FLSA Non-Exempt
Salary: \$18- \$23/hour - Depending on Experience
Status: Full Time/Regular

General Duties and Responsibilities: Under limited supervision and at the direction of the Director of Marketing and Outreach, the Community Outreach Specialist assists in the delivery of a wide range of community outreach efforts to promote Central Coast Energy Services' programs in Monterey, Santa Cruz, San Benito, Santa Clara, and San Mateo Counties. The primary functions of the Community Outreach Specialist are attending outreach intake sites and community events, developing relationships with partner agency staff, coordinating outreach schedules, and supporting local, state-wide, and national advocacy efforts. The Community Outreach Specialist is expected to work in the field up to 75% of time. Evening and weekend events are limited but flexibility is required.

Supervision Received: Structured schedule with regular periods of autonomy; must be able to manage time and set priorities effectively in the absence of supervision.

All Central Coast Energy Services employees must:

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

Specific Duties and Responsibilities:

This position requires the ability to work well with people of diverse cultural and socioeconomic groups, organizations and environments. The Community Outreach Specialist will have excellent communication and interpersonal skills and must be able to effectively:

- Drive safely to and attend assigned outreach sites at community based organization offices, county offices, and select food bank distribution locations
- Motivate low-income households to participate in Central Coast Energy Services programs: explain income guidelines and application requirements and collect necessary information and documents
- Assist with the execution of department outreach undertakings: partner agency trainings and presentations, intake clinics, direct mail campaigns, door to door campaigns, and more
- Initiate collaborative opportunities and maintain cooperative working relationships with community based organizations
- Attend and present at community events, meetings of citizen groups, and networking opportunities
- Participate in community coalitions, work groups and task forces
- Support LIHEAP advocacy efforts by attending and presenting at local, state-wide, and national events
- Assist in the development of flyers and other content for print, online and social media platforms
- Conduct advanced research on a variety of topics
- Assist with case management of applicants with special and urgent needs
- Evaluate and report effectiveness of outreach efforts
- Update and maintain contact database
- Maintain applicant confidentiality
- Present a positive public image

Skills and Qualifications:

- Bilingual: Spanish (spoken & written)
- Strong interest in community outreach and nonprofit programs
- Ability to work independently with limited supervision
- Strong verbal and written communications skills
- Good time management (balance outreach efforts with administrative tasks)
- Ability to resolve problems using sound judgment
- Ability to effectively and efficiently plan and organize work activities, set priorities, and identify alternative courses of action

Minimum Computer Proficiency Skills:

- Microsoft Word - Intermediate
- Microsoft PowerPoint - Intermediate
- Microsoft Excel - Intermediate
- Microsoft Outlook - Intermediate

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.

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:

- AS degree in Business Administration or a related field preferred
- Minimum 2 years of experience performing duties comparable to that of a Marketing and Outreach Specialist with Central Coast Energy Services; work in a nonprofit setting a plus

License Requirements:

- Possession of a California driver's license; vehicle insurance, and a good driving record. **You will be required to bring a copy of your DMV record if you are invited for an interview.**

Benefits:

Central Coast Energy Services offers regular employees a full benefit package, including medical, dental, vision, etc.

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.

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

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 Employer