Central Coast Energy Services
Job Description

Title: Community Outreach Specialist
Reports To: Marketing and Outreach Manager
FLSA: Non-Exempt
Salary: $16-$22/hour - Depending on Experience
Status: Full time/Regular

General Duties and Responsibilities: Under limited supervision and at the direction of the Marketing and Outreach Manager, the Community Outreach Specialist assists in the delivery of a wide range of community outreach efforts to promote Central Coast Energy Services’ programs at various locations throughout Monterey, Santa Cruz, San Benito and San Mateo Counties. The Community Outreach Specialist is responsible for sourcing outreach locations, developing relationships with partner agency staff, and establishing activities schedules. The types of information distribution and application intake sites we serve may include: community based organization offices, county offices, food bank distribution sites and community events. The Community Outreach Specialist may be expected to work in the field up to 75% of time, including evenings and weekends.

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 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 the mission and goals of Central Coast Energy Services.
- 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 work well with people of diverse cultural and socioeconomic groups, organizations and environments. The Community Outreach Specialist must have good social and interpersonal communication skills and must be able to effectively:
- Drive safely to outreach sites
- Assists with the execution of community outreach campaigns: presentations, information/intake clinics, mass mailers, door to door campaigns, etc.
- Attend and present at community events, meetings of citizen groups, and networking opportunities
- Prepare and distribute (by mail or in person) brochures, flyers, applications and other materials
- Maintain cooperative working relationships with community agencies and staff
- Motivate people to fully participate in CCES programs; able to effectively explain income guidelines and application requirements and collect necessary information and documents
- Assist with case management of applicants with special needs as required
- Evaluate and report effectiveness of outreach efforts
- Provide leadership and supervision to an outreach crew
- Conduct advanced research on a variety of topics
- Occasionally develop documents related to CCES programs
- Update and maintain contact database
• Maintain confidentiality, accurate and organized case files, correspondence and other required data
• 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 Access—Beginner
• 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.
• 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:
CCES offers our 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