

Central Coast Energy Services Job Description

Title: Program Analyst
Reports To: Executive Director
FLSA Status: Non-exempt
Salary: \$20.00-\$31.00 Depending on Experience
Status: Full Time Regular
ServTraq: Program Analyst
Review Date:

General Duties and Responsibilities: Under general supervision, reviews, analyzes, and evaluates the programs and makes recommendations when needed. Develops and/or maintains documentation and reports related to the programs. Provides program support to the Executive Director or his/her designee. Responsible for confidential and time sensitive materials, generates reports, handles multiple projects and prepares and monitors invoices and expense reports.

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:

- Analyzes impacts of programs and assists in the implementation of changes and improvements to service delivery processes.
- Develops and tests new procedures related to programs.
- Reviews and provides recommendations on improving standard operating procedures. Presents comparisons on costs, risks, and benefits.
- Works with management to ensure data is submitted timely for accurate reporting on the efficiencies/success of projects.
- Improve/tighten storage/retrieval systems.
- Update and manage filing systems.
- Create and maintain "exception reporting" system to handle routines without supervision.
- Prepare and control Special Project or Program budgets.
- Assist in compiling and developing the annual budget.
- Documents requirements, defines scope and objectives for programs.
- Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports.
- Composes memos, transcribes notes and researches and creates presentations for projects and Board meetings.
- Support program staff
- Input and retrieve data from Servtraq.
- Coordinate Special Projects & Programs

- Other duties as assigned.

Skills and Minimum Qualifications:

- Experience is data tracking and researching.
- Familiar with a variety of the fields' concepts, practices, and procedures.
- Ability to communicate effectively orally and in writing.
- Ability to follow instructions (oral and written).
- Ability to work cooperatively with others and maintain effective work relationships with all those contacted in the course of performing required duties.
- Ability to work productively under minimal supervision.
- Ability to maintain confidentiality.
- Punctual and reliable

Minimum Computer Proficiency Skills:

- Microsoft Word--Intermediate
- Microsoft Excel--Intermediate
- Microsoft Windows XP Operating System--Intermediate
- Microsoft Access--Intermediate
- Microsoft Outlook—Intermediate
- SharePoint--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.

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:

- AS degree in Business Administration or a related field.
- Minimum 2 years of experience performing duties comparable to that of a Program Analyst with Central Coast Energy Services.

License Requirements:

Possession of a California driver's license; vehicle insurance, and a good driving record.

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.

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