



ENERGY OUTREACH COLORADO JOB DESCRIPTION

Energy Outreach Colorado was established in 1989 and leads a network of industry, state and local partners to Support, Stabilize and Sustain Coloradans to afford their energy needs. We believe that everyone deserves affordable access to the vital resources that power their homes. Our team is a group of talented, driven individuals who aim high to advocate for the communities we serve. Our core values are our guiding light, and we strive to exemplify them in our collaboration together and in our interactions with the community. These values are:

Collaborative Advocate Impactful Reliable Effective Trustworthy

If Energy Outreach Colorado sounds like a good fit for you, please read on to learn about this exciting opportunity!

TITLE: Participant Navigation Coordinator

REPORTS TO: Director of Strategic Initiatives

POSITION OVERVIEW: The full-time Participant Navigation Coordinator manages outreach, intake, and communication with participants across all of EOC's single family programs. This position will work closely with Energy Assistance (EA), the Crisis Intervention Program (CIP), Colorado's Affordable Residential Energy (CARE) Program, Solar, and other residential programs to help participants navigate a variety of EOC programs to best meet participant needs. We look to this position as a key contributor to the success of EOC's participant experience and statewide impact.

PRIMARY RESPONSIBILITIES:

- Manage EOC single family programs' participant call lines, and help would-be participants navigate the appropriate application processes
- Help participants in crisis and assist with de-escalation when necessary
- Evaluate participant needs and refer to internal and/or external resources to address needs
- Process applications for EOC's single family programs that are received via mail, email, or phone
- Perform income qualification of applicants for certain EOC programs
- Manage ongoing email and phone communications with single family program participants
- Enter and organize program databases with participant data as needed
- Collaborate with program staff (EA, CIP, CARE, Solar, Behavior Education, etc.) to coordinate appropriate outreach needs and strategies across the state

- Work with Behavior Education Program to conduct surveys of participants and evaluate feedback
- Work with program staff to strengthen the delivery of programs and services to the community
- Strengthen partnerships with external support agencies
- Create and maintain a program resources tracker
- Process referrals from external partners and organizations
- OTHER DUTIES AS ASSIGNED

QUALIFICATIONS:

- Spanish language proficiency
- Bachelor's degree from an accredited college or university, additional technical training, or currently pursuing either of the two
- Proficiency in MS Office (Word, Excel, Outlook and PowerPoint) and electronic communications
- Experience with participant tracking, monitoring, and evaluation
- Strong oral, written, and interpersonal communication skills
- Experience and comfort with public speaking to various audiences with a variety of backgrounds
- Excellent organizational skills
- High attention to detail
- Must be able to work independently and be self-directed, but also as a member of a team
- Positive and proactive attitude and commitment to the mission of EOC

PREFERRED QUALIFICATIONS:

- Background in human services, preference for LCSW or related fields
- Passionate about energy conservation and serving low-income community members
- Creative thinker and strong collaborator
- Experience in the nonprofit sector developing and strengthening community partnerships
- Experience with data analysis

To Apply: Interested candidates should submit the following documents to Jobs@energyoutreach.org:

- Resume
- Cover Letter

Application Deadline: November 26, 2021

Benefits:

- Medical, dental, vision, and life insurance covered at 100% for employee, with options for FSA or HSA programs
- Generous 401k plan with an 8% company contribution and no required employee match
- Building gym membership
- Great office culture with team building events, training opportunities, and

volunteer days

- 10 employee holidays + 1 week office closure at year's end
- Trusted Time Off policy
- Great Downtown Denver location, with work from home options

Energy Outreach Colorado is proud to be an equal opportunity employer. We encourage qualified candidates of all backgrounds to apply. Candidates will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

We are proud that our staff is 100% fully vaccinated against COVID-19. Because of our work with the State of Colorado and the community surrounding us, we require all new employees to be fully vaccinated prior to joining our team.

Employment Type: Full-Time Employment

Salary: \$60k-\$65k per year, depending on qualifications