

**Operation Fuel, Inc.  
Program Coordinator**

The Program Coordinator will work with the Director of Energy Programs to administer Operation Fuel assistance programs, which include energy assistance, water assistance, Home System Repair & Replacement and Homeless Intervention and Prevention. The Program Coordinator serves as a resource to Operation Fuel's fuel bank partners, coordinates and facilitates trainings and provides technical support. This is a full-time position, 37.5 hours per week, with occasional evening/weekend hours for special events.

**Position Responsibilities:**

- Recognize the fuel bank network as one of Operation Fuel's most important customers and provide excellent, responsive customer service
- Provide fuel banks with periodic trainings throughout the year and/or as needed, includes travel and/or web based communications
- Process applications and maintain excellent relationships with fuel banks, vendors and applicants
- Review applicant intake documentation for program compliance and quality assurance
- Assist with updating applicant, fuel bank, and vendor information in the Fuel Bank Management System
- Assist the Director of Energy Programs with administrative tasks, as necessary
- Collaborate with community partners. Duties include, but are not limited to: assisting applicants with their applications, collaborating with utility partners to resolve applicant issues and connecting applicants to appropriate programs
- Work collaboratively with Operation Fuel staff on projects that align with the agency's mission which include, and are not limited to the Statewide energy conference, annual Leadership Reception, annual fundraisers and other activities

**Experience and Qualifications:**

- Associates degree in a related field, or combination of education and experience that is relevant to the duties described
- A minimum of two years in a similar position in human services
- Customer, client, or member relations experience including excellent verbal and written communication skills; experience working in teams, excellent interpersonal skills
- Demonstrated ability to work independently, and to organize and prioritize work, wear many hats and get things done cooperatively in an environment of limited resources
- Detail-oriented, with commitment to accuracy
- Demonstrated experience working with databases such as, Microsoft Office and web-based applications
- Flexibility in meeting competing demands
- Ability to present information concisely and effectively, both verbally and in writing
- Ability to travel in-state; a car and valid driver's license required