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| Job Title: | **FMS and Utility Coordinator** |
| Department: | **Community Services** |
| Reports to: | **FMS Manager** |
| Grade: | **M** |
| Supervises: | **Utility Program Staff** |
| FLSA Status: | **Exempt** |
| Prepared by: | **Karen A.K. Emerson** |
| Date: | **February 1, 2021** |
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| Purpose:  To support the strengthening of communities and empowerment of NMCAA clients by working in partnership with the Financial Management Services Manager to administer the FMS and Emergency Utility Assistance programming of the CS Department. | |
| Essential functions:  *Seasonal Utility Programs*   * Provide current updates to program guidelines. * Recruit/interview/manage/evaluate temporary staff with FMS manager. * Train/schedule/support temporary staff. * Review tracking of programmatic expenditures and reconcile business office records. * Prepare required reports. * Attend community partner meetings as appropriate.   ***Financial Management Services***   * Provide programmatic oversight to staff. * Keep familiar with all program guidelines and changes. * Recruit/interview staff, AmeriCorps Members, and Interns. * Assist in reporting to funders. * Oversee client file management and client database. * Keep protocol and procedures current. * Keep current with training and certification requirements for staff.   ***Volunteer/Intern Coordinating***   * Train and assist staff and AmeriCorps members with volunteer/intern recruitment. * Lead recruitment of volunteers with regular marketing for CS department. * Keep agency and community services orientation materials current. * Recruiting/Training/Management of Triage Volunteers/Interns/AmeriCorps members. * Organize volunteer recognition. * Supervision of Triage in Traverse City.   ***Administrative Support to the Community Services Department for the following:***   * Assist CS Director with Annual CSBG IS Report, Community Action National Standards, and Community. * Needs Assessment * Research and assist with grant writing. * Prepare for FMS/Utility program reviews and audits. * Assist with marketing and outreach for FMS and Utilities. | |
| Position Objectives:  To ensure that the FMS and Emergency Utility Assistance programs are administered efficiently and effectively, remain compliant under applicable guidelines, and meet the objectives of the agency as a whole. | |
| **Measured by:**   * The accuracy and timeliness of work produced. * Annual Performance Reviews. * Program audits. * Cooperation with and feedback from coworkers. * The ability to represent the Agency professionally and efficiently service clients. | |
| **Minimum Education:**   * Bachelor’s degree or equivalent experience in required skill areas. | |
| **Minimum Experience:**   * 1 to 2 years’ experience in a related field. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Strong communication skills including, listening, verbal, and written communications. * Strong organizational and management skills. * Leadership skills to develop and mentor staff. | |
| **Minimum Physical Expectations:**   * Physical activity that requires extensive time working on a computer, keyboarding, sitting, and phone work. * Physical activity that requires travel by car, train, and/or air. | |
| **Minimum Environmental Expectations:**  The FMS and Utility Coordinator position operates in an office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. | |