



OPERATION FUEL

Powering Connecticut Households Since 1977

Energy Programs Support Specialist

The Energy Programs Support Specialist will administer Operation Fuel assistance programs, which include energy assistance, water assistance, Home System Repair & Replacement, and Homeless Intervention and Prevention. This position serves as a resource to Operation Fuel's fuel bank partners, clients seeking assistance, will coordinate and facilitate trainings and necessary technical support. The successful candidate will be self-motivated, effective in both written and verbal communication, and a proven ability to solve problems. The Energy Programs Support Specialist will report to the Deputy Executive Director. 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 and clients as Operation Fuel's most important customers and provide excellent, responsive customer service
- Provide fuel bank partners with periodic trainings throughout the year and/or as needed, includes travel and/or web-based communications
- Process fuel bank and client applications, maintain excellent relationships with fuel banks, vendors, applicants
- Review application intake documentation for program compliance and quality assurance
- Maintain the Operation Fuel application database to ensure fuel bank, client, and vendor information is current and correct
- Assist the Deputy Executive Director 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 our mission which include, and are not limited to the energy conference, annual Leadership Reception, annual fundraisers, and other activities

Experience and Qualifications

- Associates degree in a related field, or combination of education/experience 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

To submit an application, please email a copy of your resume, cover letter, and three professional references to troylynn@operationfuel.org. A skills assessment will be conducted during the interview.

