



Human Resources

Oakland Livingston Human Service Agency

196 Cesar E. Chavez Ave.

P.O. Box 430598

Pontiac, MI 48343-0598

Email: EMPLOYMENT@olhsa.org

(248) 209-2615 FAX

Website: www.olhsa.org

Program Support Coordinator

Division: Community and Energy Services

Department: Weatherization and Asset Development

Supervisor: Deputy Director for Community & Energy Services

Qualifications:

1. High School Diploma or equivalent is required.
2. One (1) year experience with Microsoft Office Programs and web-based databases.
3. Strong written and verbal communication skills.
4. Bilingual preferred.
5. Valid Michigan Driver's License and access to reliable transportation required.

Job Mission:

To provide general systems support for the Community & Energy Services Division.

Performance Standards:

1. Responsible for customer data entry, processing applications, and processing billing and reports for weatherization and asset development programs.
2. Provide direct customer service for assigned programs.
3. Handle large call volume.
4. Handle customer service concerns.
5. Organize and deliver outreach and education events for weatherization and asset development programs.
6. Carry out all other duties as assigned by supervisor.

Hours & Wage

\$14.40 per hour (minimum)

20-25 hours per week; 40 weeks per year

Location

Pontiac



Job Title: Program Support Coordinator

Job Requirements (in an 8 hour workday)
 Number of Hours - Select full Capacity

	Hours	Comments
Sit	5	
Stand	1	
Walk	1	
Bend/Stoop	1	

Movements	Yes/No	Comments
Crawl	No	
Reach above	No	
Crouch	No	
Balancing	No	
Squat	Yes	To retrieve files in cabinet
Climb	No	
Shoulder level	Yes	To retrieve files in cabinet
Kneel	No	
Pushing	Yes	To push file cart

	Pounds	Comments
Weight Carried	Up to 10 lbs	

	Pounds	Comments
Weight Lifted	Up to 10 lbs	

Date: October 24, 2019