



## Human Resources

Oakland Livingston Human Service Agency

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(248) 209-2615 FAX

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## Program Support Coordinator

**Division:** Community and Energy Services  
**Department:** Community and Energy Services  
**Supervisor:** Community and Energy Services Office Manager  
**FLSA Status:** Non Exempt/ Non Union

### Qualifications:

1. High School Diploma or equivalent required. Associates degree or two (2) years of experience in human service or building science field preferred.
2. Minimum two (2) years of experience using computer applications in a window environment, preferably Microsoft Office 365 and web-based databases. Must be proficient in Microsoft Excel- creating spreadsheets, Microsoft Word, Microsoft Access- entering information into database and Microsoft Outlook- checking emails and scheduling appointments.
3. Bilingual in English and Spanish preferred.
4. Valid driver's license, state ID, or government ID and access to reliable transportation to be used for job related travel are required.

### Job Mission:

Provide OLHSA clients, contractors, and community partners with supportive services to verify eligibility for and ensure compliance in weatherization programs.

### Performance Standards:

1. Support program operations by providing customer service, such as receiving and responding to large volume of calls and emails, liaising between clients and contractors, and scheduling.
2. Maintain, monitor, and track information in multiple databases to ensure regulatory and agreement compliance; provide agency database administration by training and supporting users, completing system reports, and monitoring data quality.
3. Responsible for application intake, processing, data entry, and billing.
4. Participate in on-site and off-site outreach events to promote weatherization and other OLHSA services and to gather external information and resources.
5. Carry out all other duties as assigned by supervisor.

### Hours & Wage & Location

\$16.02 per hour (minimum)

40 hours per week; 52 weeks per year

Two (2) Positions

Location: Pontiac

**OLHSA IS A DRUG FREE WORKPLACE AND EQUAL OPPORTUNITY EMPLOYER**