



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: 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 of two (2) years of experience with Microsoft Office, including Excel, required; experience with Microsoft 365 is a plus.
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

\$14.17 per hour (minimum)

40 hours per week; 52 weeks per year

Four (4) Positions

Location

Pontiac

Job Title: Program Support Coordinator

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

	Hours	Comments
Sit	6	
Stand	1	
Walk	1	
Bend/Stoop	N/A	

Movements	Yes/No	Comments
Crawl	No	
Reach above	Yes	
Crouch	No	
Balancing	No	
Squat	No	
Climb	No	
Shoulder level	No	
Kneel	No	
Pushing	No	

	Pounds	Comments
Weight Carried	Up to 10 lbs	

	Pounds	Comments
Weight Lifted	Up to 10 lbs	

Date: Feb 24, 2023