DATE	February 1, 2023
TIME	12:00 pm
LOCATION	Teams Meeting / 5005 Business Park North Bakersfield, CA 93309
TEAMS LINK	Click here to join the meeting
PHONE NUMBER	(213) 204-2374 / ID: 286 136 787#

Personnel Committee Agenda

Per Governor's Executive Order N-29-20 and Assembly Bill 361, Meeting to be held via Tele-Conference. Members of the public may join the tele-conference or listen to the call from the CAPK office at 5005 Business Park North, Bakersfield, CA 93309

1. **Call to Order**

2. **Roll Call**

Maritza Jimenez (Chair)	Jonathan Mullings
Nila Hogan	Guadalupe Perez

3. **Public Forum**

The public may address the Committee on items not on the agenda but under the jurisdiction of the Committee. Speakers are limited to 3 minutes. If more than one person wishes to address the same topic, the total group time for the topic will be 10 minutes. Please state your name before making your presentation.

4. **New Business**

a.	Head Start Personnel Update – ***Info Item (p. 3)***	Jerry Meade, Assistant Director of Head Start, Program
b.	Open Enrollment Update – ***Info Item (p. 4-5)***	Lisa McGranahan, Director of Human Resources
c.	Human Resources Analytical Information CY 2022 - ***Info Item (p. 6-7)***	Lisa McGranahan, Director of Human Resources
d.	2023 New California Minimum Wage Increase - ***Info Item (p. 8)***	Lisa McGranahan, Director of Human Resources
e.	Changes and Reclassifications to Energy and Energy/Finance Job Descriptions - ***Action Item (p. 9-36)***	Tracy Webster, Chief Financial Officer Freddy Hernandez, Director of Youth and Community Services
f.	New Weatherization Positions - ***Action Item (p. 37-51)***	Wilfredo Cruz, Energy Program Administrator
g.	Executive Division Expansion of Outreach and Communication Services - ***Action Item (p. 52-71)***	Pritika Ram, Chief Business Development Officer

5. **Committee Member Comments**

6. Next Scheduled Meeting

Personnel Committee
12:00 pm
March 8, 2023
5005 Business Park North
Bakersfield, CA 93309

7. Adjournment

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 5005 Business Park North, Bakersfield, CA and online at www.capk.org by 12:00 pm, January 27, 2023. Paula Daoutis, Administrative Coordinator.

MEMORANDUM

To: Personnel Committee

From: Jerry Meade, Assistant Director, Program
Robert Espinosa, Program Design and Management Administrator

Date: February 1, 2023

Subject: *Agenda Item 4(a):* Head Start Personnel Update – **Info Item**

The Head Start and State Child Development Division is committed to continue providing an ongoing update regarding personnel challenges affecting the Head Start program.

Since the January Personnel Committee meeting, the following action items have been accomplished:

- Onboarded 12 staff members.
- Recruitment and interview data will be provided at the meeting.
- Eight (8) resignations (all of which were Center Based).

Job postings are still being featured on the Head Start California website. Program staff continue to explore strategies to build the Head Start workforce to support full enrollment. The Home Visiting Program expansion is underway which will include the onboarding of 12 additional positions.

Currently the division employs 588 positions remaining vacant of the 113 total vacancies.

MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Director of Human Resources

Date: February 1, 2023

Subject: *Agenda Item 4(b)*: Open Enrollment Update – **Info Item**

Executive Summary

Human Resources staff successfully afforded 858 benefit-eligible employees an opportunity to learn about and select benefit options during Open Enrollment in November 2022. Continuing the yearly trend of employees electing medical coverage, enrollment in the Anthem-Blue Cross medical plan at the start of 2023 stands at 461 employees with 638 covered lives.

	2020	2021	2022	2023
Benefit-Eligible Employees	853	875	853	858
EE Medical Plan Enrollment	487	517	499	461

A total of 397 employees declined medical coverage, an increase of 43 from 2022. A summary of the reasons for declining are as follows:

Reason	Total	Percentage
I am choosing to not enroll in any medical coverage	40	10%
I am participating in a state exchange plan or Medi-Cal plan	121	30%
I am participating in my parent's medical plan	12	3%
I am participating in my spouse's medical plan	109	27%
I am participating in Medicare or other retirement coverage	26	8%
Did not answer/unknown	89	22%
TOTAL	**397**	**100%**

Continuing for the 2023 plan year, Anthem-Blue Cross employee members have an opportunity to receive a one-time, taxable incentive of $100 to visit their primary care physician and complete an annual physical exam. The incentive is paid as a payroll item after submitting their authorization to participate and exam results to our program partner, Wellworks. Limited, deidentified health, and demographic information will be provided to the agency summarizing participants who complete the program. The incentive program is available until December 31, 2023.

Promotion of the incentive opportunity includes an email campaign, posters distributed to all agency locations, a website where participants can track their participation, assistance from Human Resources staff, and marketing and telephone support from Wellworks throughout the year. Administrative cost for the program is $11.00 per employee who submits program materials with a minimum required participation of 100 employee members. Anthem-Blue Cross insurance cards have been distributed and employees have begun to receive them.

MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Director of Human Resources

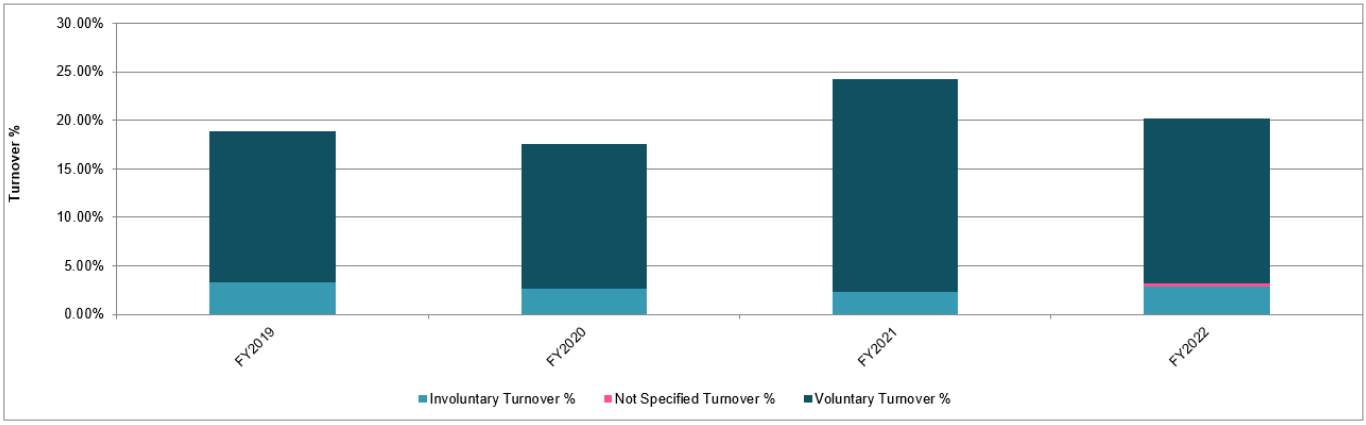
Date: February 1, 2023

Subject: *Agenda Item 4(c):* Human Resources Analytical Information CY 2022 – **Info Item**

Members of the Board of Directors have requested information about the employee retention rates of the agency. Accordingly, we have assembled information for the period of January through December 2022.

It is important to understand that the last three years (2020, 2021 and 2022) have been anything but consistent. The country and entire world has experienced significant upheaval economically and socially, which has impacted the workplace. Inflation, and overall economic uncertainty will undoubtedly impact job growth.

The overall turnover rate for the agency was 20.18% for calendar year 2022. Involuntary turnover amounted to 2.92% and voluntary turnover amounted to 16.93%, a 5% decrease from 2021.



Year	Involuntary Rate	Voluntary Rate	Total Turnover Rate
2019	3.33%	15.53%	18.85%
2020	2.74%	14.81%	17.56%
2021	2.41%	21.78%	24.18%
2022	2.92%	16.93%	20.18%

According to the Yale School of Medicine, turnover rates vary considerably depending on the setting. Wages are the strongest predictor of staff turnover in early childhood education centers. Early childhood education centers that paid high wages to their educators had lower turnover rates than centers that paid lower wages. The study also shows that turnover rates were also higher in centers serving children birth through age 5 than in centers serving children ages 3 to 5.

Many of the positions involved in the turnover computation are entry level positions. Our agency is dedicated to empowering staff and members of the community to become self-sufficient. This often results in staff growing beyond their position into positions outside of the organization.

As with other agencies and organizations, COVID-19 has played a significant role in our retention rates. With a global pandemic and its impact on the workplace, CAPK has an incredible opportunity to raise competitiveness to create the conditions where employees are retained longer periods of time, as we have demonstrated in Goal 4 of the agency's Strategic Plan. In 2020 and 2021, flexibility and the ability to work from anywhere became a necessity as the world shifts from a pandemic to a post-pandemic workforce. In 2022, CAPK implemented the Bilingual Pay policy to help provide additional compensation for employees with a diverse skillset. Additionally, Human Resources is in the process of implementing the wage comparability software that was approved by the Board to help us better understand our current position and garner support for any wage change recommendations to be a true competitor in the race for talent.

The most significant reasons shared for continued turnover are pay, benefits, growth opportunities, relocation, and lack of childcare.

MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Director of Human Resources

Date: February 1, 2023

Subject: *Agenda Item 4(d)*: 2023 New California Minimum Wage Increase – **Info Item**

Due to the enactment of Senate Bill (SB) 3, beginning January 1, 2023, employers will be required to increase their minimum wage from $15.00 to $15.50 an hour. This increase to the minimum wage affects not only non-exempt employees, but also the minimum annual salary requirement for exempt employees.

Previously, the State of California had a two-tiered minimum wage system, requiring employers with 25 or more employees to pay a higher minimum wage than employers with fewer than 25 employees. Beginning on January 1, 2023, all employers, regardless of size, must provide their employees minimum wage of no less than $15.50 per hour.

California law also provides that exempt employees must receive a salary that is not less than two times the state minimum wage. Effective January 1, 2023, the minimum annual salary for exempt employees will also increase to $64,480.

This increase will impact six (6) hourly staff and four (4) salaried staff. The increase of wages for both groups was projected during the development of the 2022/2023 budget and fiscal impact is approximately $14,660 with a 10% increase in fringe costs.

MEMORANDUM

To: Personnel Committee

From: Tracy Webster, Chief Financial Officer
Freddy Hernandez, Director of Youth and Community Services

Date: February 1, 2023

Subject: *Agenda Item 4(e):* Changes/Reclassifying Energy and Energy/Finance Job Descriptions – **Action Item**

Executive Summary

As Community Action Partnership of Kern (CAPK) continues to strive for efficiency and to prepare for the future with succession planning, the Energy and Energy/Finance programs are proposing the adoption of revised job descriptions and grade changes. As part of the budget development process for FY 2023-24, Finance and Energy reviewed and evaluated the Energy and Energy/Finance positions. Many of the positions in both teams need to be reclassified based on benching within the agency. Please see the following proposed changes:

Energy

Position	Current Grade	Recommended Grade	Reason
Eligibility Technician	3	5	Aligns with Enrollment Technician (grade 5)
Eligibility Specialist	6	8	Closely related to Business Technician
Weatherization Scheduler	3	4	Related to Energy Program Assistant and cross trained between both roles
Utility Assistance & Outreach Manager	10	11	Grade should match WX Manager

Energy-Finance

Position	Current Grade	Recommended Grade	Reason
Billing Technician	6	8	Closely related to Accounting Technician

Fiscal Coordinator	8	9	Aligns with other Coordinators at CAPK
Operations Technician	5	6	Closely related to agency program specialists
Fiscal Technician	5	8	Closely related to Accounting Technician

Due to the current hiring market, the Energy Program has faced challenges in recruiting top talent for these positions. Over the last year, the Energy Program has been unable to retain staff due to better pay elsewhere. The current grades of these positions have not been helpful in recruiting or retaining staff or building morale. To compete with the current market and ensure our programs are sufficiently staffed both with personnel and program knowledge, Energy and Finance are proposing job description changes and grade increases that will better position the Energy Program to meet the community need of current and future contracts. The grade changes have been incorporated into the 2023-24 budget.

These changes connect to CAPK's mission and Strategic Goal # 3, which is advancing economic empowerment and financial stability for low-income people in the community we serve as we are advocating for the low-income community of Kern County who often struggle with the inability to weatherize their homes and pay high energy bills.

There is no expected fiscal impact to these changes as staff are currently paid wages within the revised grades. The change will allow the employees to be properly placed on the agency compensation schedule and permit the ability to give merit increases during the evaluation period.

Recommendation:

Staff recommend approval of the proposed changes to the Energy and Energy/Finance group job descriptions and grades.

Attachments:

Eligibility Specialist Energy
Eligibility Technician
Energy Billing Technician
Energy Fiscal Coordinator
Energy Operations Technician
Energy Utility Assistance and Outreach Manager
Energy Weatherization Scheduler
Finance Fiscal Technician

Eligibility Specialist - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 8 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Assists the Utility Assistant and Outreach Manager with auditing the Eligibility Technicians/HEAP client files for compliance with State and Federal guidelines.

SUPERVISION RECEIVED:
Receives supervision from Utility Assistant and Outreach Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Assists with reviewing client files to ensure they are accurate and contain the necessary supporting documentation.
- Receives clients in a courteous and professional manner.
- Assists with investigating and resolving client complaints in a timely manner.
- Performs necessary follow-up corrective action to ensure contractual compliance and provides Utility Assistant and Outreach Manager with a report.
- Processes HEAP and Fast track applications.
- Assists with transferring client records for payment.
- Assists with voiding rejected client records.
- Assists with correcting client records.
- Assists with all aspects of outreach, including giving presentations to the public and CAPK programs.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for Partnership programs.
- Performs other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

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Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Accept direction and work well with others.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate degree in business administration or related field.
- Must have one (1) year of supervisory experience.
- Any equivalent combination of education and/or experience may be acceptable.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of physical, substance abuse screening, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Eligibility Specialist - Energy			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X

Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Eligibility Technician - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 5 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Assists the public with applying for Utility Assistance through the Low-Income Home Energy Assistance Program

SUPERVISION RECEIVED:
Receives supervision from the UA & Outreach Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Assists low-income applicants with applying for utility assistance through the Energy program.
- Reviews applications to verify completeness and all required documentation is present. If necessary, communicates with client regarding missing documentation.
- Determines program eligibility in accordance with the CSD Eligibility and Verification Guide.
- Provides budget counseling and energy education information to applicants.
- Determines benefit amount.
- Explains UA benefits and basic appeal rights.
- Communicates with utility companies.
- Prepares and mail approval or denial letters to applicants.
- Enters client data into the front-end Energy Program Database (Hancock).
- Refers eligible UA applicants to the Weatherization program.
- Responsible for filing of client's applications.
- Receives applicants in a courteous and professional manner.
- Attends meetings, workshops, and seminars as required.

Other Job Specific Duties:
- Maintains a safe and functional work environment.
- Works alternative hours as required.
- Always maintains client confidentiality.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Proper telephone procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Agency policies and procedures.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Proper grammar, punctuation, and spelling.

Ability to:

- Successfully complete the Energy Program Database training provided by the State of California, Community Services and Development.
- Effectively communicate, verbally and in writing.
- Greet visitors and clients in a professional manner.
- Work under pressure and in new situations.
- Operate standard office machines.
- Operate a ten-key calculator by touch and make mathematical computations.
- Type 25 WPM accurately (typing certificate desirable).
- Demonstrate good interpersonal skills.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Two (2) years' experience working in a clerical social service environment.
- Experience working with persons of diverse socio-economic and ethnic backgrounds.
- Must be willing to travel throughout Kern County, as needed, to assist clients.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) desirable.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Eligibility Technician - Energy			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Billing Technician - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 8 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Performs appropriate billing activities to ensure that reports are accurate and submitted to the Billing supervisor in a timely manner for review.

SUPERVISION RECEIVED:
Billing Supervisor-Weatherization

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Checks client file to determine if an appliance was installed and coded correctly.
- Reviews inspection form to ensure all data was collected and all appropriate documents are attached to the file.
- Reviews job material list to ensure all materials installed are listed of CSD 540 form.
- Enters all inventory material installed in the dwelling onto the in-house billing sheet.
- Calculates and enters all hours worked for the Assessors, Installers, and Inspectors onto the in-house billing sheet.
- Calculates the hours per measure for Installers and enters onto the in-house billing sheet.
- Enters inventory material onto the Material Usage Report.
- Enter all data into CAP60.
- Prints summary report and compares it to in-house summary sheet to ensure accuracy.
- After the billing process from 1 through 10 above is completed, all measures are entered into the LIWP calculator to determine LIWP measures.
- Attends staff development activities, training, meetings, seminars, conferences, etc., as deemed necessary by supervisor.
- Maintains effective communications with Supervisor, co-workers, and funding sources, as necessary.
- Accepts direction and works well with others.
- Meets assigned contractual productivity goals monthly.
- Submits accurate and detailed files and records in a timely manner to supervisor.
- Manages time effectively for maximum productivity.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.

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- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Performs other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.

Ability to:
- Successfully complete CAP60 database training.
- Successfully complete LIWP calculator training.
- Multitask in a hectic environment.
- Analyze problems and identify alternative solutions.
- Work independently.
- Exercise sound, independent judgment within general policy guidelines.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including ten-key calculator.
- Effectively organize and prioritize assigned work.
- Establish and maintain effective working relationships.
- Attend evening and weekend meetings.
- Communicate effectively, verbally and in writing.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate degree in business studies or related field.
- Two (2) years of billing and data entry experience.
- Two (2) years of experience working in a social service environment.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

OTHER REQUIREMENTS:
- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) desirable.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:
The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

DRAFT

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Billing Technician - Energy			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Fiscal Coordinator – Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 9 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for assisting the Energy Program Administrator with fiscal requirements of the Energy program, including monitoring, and analyzing general ledger accounts, particularly regarding inventory and contracts. Coordinates the work of the billing department to ensure that reports are accurate and submitted in a timely manner to the finance department. Assists management with the day-to-day operations of the program, including participation in and review of all regulations and reporting, funding source requirements, and procedures. Will be required to work closely with CAPK finance division.

SUPERVISION RECEIVED:
Receives direct supervision from the Energy Program Administrator.

SUPERVISION EXERCISED:
Billing Technicians.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Responsible for managing the program's inventory, including working with various inventory vendors, and ensuring that the inventory policies and procedures are being implemented.
- Responsible for ensuring all inventory purchases are entered into Hancock software and the Perpetual Inventory.
- Responsible for review of monthly activity to ensure that Perpetual Inventory and Real Time Inventory are accurately tracked.
- Supervises the Billing Technicians, including planning, coordinating, and monitoring their work to ensure there are no discrepancies in billing reports.
- Reviews monthly Material Usage Reports prior to submission to the Program Administrator for submission to the Finance department.
- Ensures all subcontractor invoices and materials used are entered and coded to the appropriate funding source for each dwelling.
- Evaluates Billing Technicians' performance, provides mentoring, coaching, and necessary disciplinary action when warranted.
- Provides training and technical assistance to Billing Technicians.
- Reviews, maintains, and enforces internal control procedures for inventory, fiscal, and billing departments.
- Responsible for reviewing and/or maintaining a review system for all documents, e.g.,

check requests, purchase orders, timesheets (for payroll allocation), mileage reports, and other fiscal documentation for accuracy, completeness, and reasonableness of purchases.
- Responds to and implements changes in procedures consistent with Weatherization Installations Standards, state, federal, and local regulations.
- Assists with reconciliation of various program accounts, including but not limited to, inventory and sub-contractors monthly.
- Assists with the procurement of goods and services, as needed.
- Assists with audits and state reviews.
- Prepares responses to inquiries from the finance department.

Other Job Specific Duties:
- Works on special projects as assigned.
- Maintains a safe and functional work environment.
- Conducts and attends meetings, training, and professional growth activities, as required.
- Works alternative hours as required, including nights and weekends.
- Performs other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures.
- Procurement policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office procedures and equipment, including computers.
- Word processing and related software applications.

Ability to:
- Plan, organize, allocate, and control substantial resources.
- Research and resolve accounting issues.
- Work independently.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Gather and analyze data and prepare clear and concise reports.
- Meet and interview individuals and groups to provide accurate reports.
- Communicate effectively, verbally and in writing.
- Work with accuracy and attention to detail.
- Effectively organize and prioritize assigned work.
- Establish and maintain effective working relationships.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

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- Associate degree in accounting, finance, or related field from any accredited college or university.
- Four (4) years of accounting/finance experience, including inventory experience.
- Any equivalent combination of education and/or experience may be accepted.

OTHER REQUIREMENTS:

- Background check, physical, and substance abuse screening required upon offer of employment.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Fiscal Coordinator - Energy			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	

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Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Operations Technician

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 05 **FLSA Status:** Non-exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Energy Accounting Administrator, responsible for inventory control and distribution, building, warehouse, diagnostic equipment, and fleet maintenance.

SUPERVISION RECEIVED:
Receives supervision from the Energy Accounting Administrator

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Ensures compliance with inventory control standards per Agency and grant specifications.
- Ensures that proper procedures are followed in the warehouse with respect to receiving, stocking, distributing inventory, and maintaining adequate stock levels, as determined by the Energy Accounting Administrator.
- Conducts physical inventory of weatherization materials, supplies, and equipment monthly or as requested.
- Retrieves and distributes weatherization materials and supplies from crews daily.
- Following Agency procurement procedures, purchases materials from local vendors and obtains pricing for new materials when needed.
- Receives and stocks incoming weatherization materials and supplies.
- Reconciles daily inventory control sheets, enters the information into the RTI spreadsheet, Dwelling/Job Summary Report, and uploads to Weatherization software.
- Research material discrepancies and coordinate with billing, as needed.
- Responsible for preparing and sizing materials into distribution portions.
- Handles disposal of damaged inventory following standard procedures.
- Assists Energy Accounting Administrator with maintaining monthly perpetual inventory control report.
- Maintains calibration of diagnostic equipment, including updating the calibration logs, per procedures.
- Maintains the upkeep of the Energy fleet vehicles, including updating the vehicle maintenance logs.
- Monitors upkeep and maintenance of the Energy building under the guidance of the Energy Accounting Administrator.
- Maintains a clean and safe work environment.

- Maintains effective communication with program staff and funding sources, as necessary.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Departmental policies and procedures.
- Applicable state, federal and local laws, codes, and regulations.
- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications (Windows, MS Office, MS Access, MS Excel, and the Internet).

Ability to:

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present Energy program information to the public.
- Establish professional working relationships with staff, outside vendors, and other agencies.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or GED certificate required.
- Two (2) years' responsible experience in inventory control and database management preferred.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Operations Technician			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Utility Assistance and Outreach Manager - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 11 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Program Administrator, supervises and coordinates the work of the Outreach and Utility Assistance departments to ensure that the Energy program meets its contract requirements.

SUPERVISION RECEIVED:
Receives supervision from the Program Administrator.

SUPERVISION EXERCISED:
Utility Assistance Supervisor, Eligibility Specialists, Outreach Specialists, and Data Entry Technician.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Submits accurate and detailed files and records in a timely manner.
- Communicates effectively and efficiently with appropriate public agencies and utility companies.
- Provides individuals with disabilities with the means to submit applications without leaving their residences.
- Investigates and resolves client complaints in a timely manner and performs necessary follow-up corrective action to ensure contractual compliance.

Utility Assistance

- Supervises the Utility Assistance Supervisor and Eligibility Specialists, including planning, coordinating, and monitoring their work to meet annual goals.
- Ensures quality services for participants by reviewing and monitoring HEAP program processes.
- Receives clients in a courteous and professional manner.
- Acts as the liaison between the public and the program.
- Monitors non-consideration funding to ensure that the Agency will meet contractual goals.
- Monitors program expenditures and budget to determine the program's progress towards stated goals and objectives.
- Confers with the Program Administrator on any revisions to program processes and/or budget.

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- Meets with employees on a regular basis to ensure they are aware of any new HEAP policies and procedures.
- Act as liaison between state, federal, and utility funding sources and vendors.

Outreach

- Promotes the availability of the energy conservation program by participating in and publicizing the program's availability through presentations, mailers, referrals, and outreach events.
- Reviews, evaluates, and oversees the implementation of the outreach and intake activities of the Weatherization Program.
- Coordinates the daily operations of outreach and intake activities, including the planning and assigning of work.
- Performs final review of client files before forwarding to the Weatherization Manager for assessment, including ensuring income eligibility, all required documents are in the client file, and that the home is eligible for weatherization services.
- Supervises and administers directives.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit families that qualify for Agency programs.
- Performs any like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- The problems and needs of low-income, disadvantaged, and elderly persons.

Ability to:

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Accept direction and work well with others.
- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and clients.
- Write clear and concise correspondence, reports, memoranda, and letters.
- Plan, organize, and implement projects.

- Gather and analyze data.
- Read, understand, and apply written regulations and instructions.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in business administration or related field.
- Must have at least two (2) years of supervisory experience.
- Three (3) years of experience working in a social service program.
- Any equivalent combination of education and/or experience may be acceptable.

OTHER REQUIREMENTS:

- Must have use of an automobile with adequate insurance coverage and a valid California driver's license with an acceptable DMV record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Utility Assistance and Outreach Manager			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x

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Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Weatherization Scheduler

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 4 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for handling scheduling for weatherization clients and all parties involved in completing the weatherization of a home, including subcontractors, in-house crew(s), and various inspectors. Manages work-in-process client files and tracks job progress to completion.

SUPERVISION RECEIVED:
Receives direct supervision from the Weatherization Manager.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

- Answers telephone for transferred and direct incoming calls.
- Routes calls and takes messages in a tactful, courteous manner.
- Provides clients with status updates.
- Reviews Hancock entries and client files to determine status.
- Handles client complaints in a courteous and polite manner, referring to the Weatherization Manager when appropriate.
- Assists potential clients with applying for services, mailing applications when needed.
- Makes referrals, as necessary.
- Makes intake appointments for applicants, schedules appointments for in-home intake, and for clients who live in remote areas at one of the Family Resource Center locations (Mojave, Frazier Park, Delano, Shafter, and Lake Isabella).
- Makes appointments with clients for weatherization assessments and deferral follow-up appointments, groundwork appointments, go-backs, corrections, inspections, and funding source field reviews.
- Manages work-in-process client files.
- Following home assessment, assembles client job folder, assigns grant-specific tracking number, and determines what groundwork is needed to schedule the next appointment.
- Reviews files after each step of the job is completed and updates the tracking list.
- Tracks all work-in-process production files.
- Requests and tracks city/county/state permits as needed, and schedules permit inspections.
- Submits tickets to the Weatherization Manager for job updates and complaints.
- Returns telephone calls to clients with updates, as needed.

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- Update notes, when needed, in MindBody, Hancock, tracking spreadsheet, etc.

B. Other Job Specific Duties:

- Work on special projects, as assigned.
- Maintain a safe and functional work environment.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Departmental policies and procedures.
- Modern office procedures and equipment, including computers.
- Word processing and related software applications.
- Proper telephone and customer service protocol.
- Effective English written and verbal communication skills, including proper grammar, punctuation, and spelling.

Ability to:

- Communicate effectively with staff and clients.
- Utilize the computer effectively.
- Operate standard office machines.
- Maintain a professional, pleasant, and helpful attitude.
- Work independently.
- Work with accuracy and attention to detail.
- Work with people of different socioeconomic backgrounds.
- Effectively organize and prioritize assigned work.
- Establish and maintain effective working relationships with other staff.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- One (1) year of general clerical experience.
- Completion of a clerical training program may be substituted for one year of clerical experience.

OTHER REQUIREMENTS:

- Background check, physical, and substance abuse screening required upon offer of employment.
- Bilingual language fluency (English/Spanish) highly preferred.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

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The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Weatherization Scheduler			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Fiscal Technician

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 8 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under supervision, performs duties related to preparing, processing, maintaining, and reviewing financial, statistical, or fiscal documents and records.

SUPERVISION RECEIVED:
Receives supervision from Assigned Supervisor.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Reviews various fiscal documents, reports, and payments for accuracy and completeness.
- Compiles periodic, monthly, and quarterly fiscal and statistical reports.
- Types correspondence, reports, and other documents.
- Receives payments and issues receipts.
- Distributes payroll, mileage expense reimbursement, and other miscellaneous checks.
- Provides technical support to staff in related fiscal and administrative areas.
- Maintains records and files.
- Makes travel arrangements and prepares travel advances and liquidations.
- Tabulates and reviews volunteer in-kind documentation.
- Performs Clerk duties as needed.

Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for Agency programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.

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- Accounts payable, general ledger, and payroll functions.
- Proper grammar, punctuation, and spelling.

Ability to:

- Effectively manage multiple tasks and deadlines.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Establish professional working relationships with staff, agencies, and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Graduation from high school or GED certificate required.
- Three (3) years of general accounting experience.
- Two (2) years of general clerical experience (may be concurrent with accounting experience).

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and have such records filed with the State Department of Social Services, Community Care Licensing.
- Bilingual language fluency (Spanish/English) desirable.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE FISCAL TECHNICIAN			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x

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Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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MEMORANDUM

To: Personnel Committee

From: Wilfredo Cruz, Energy Program Administrator

Date: February 1, 2023

Subject: *Agenda Item 4(f)*: New Weatherization Positions – **Action Item**

During the pandemic, Community Service and Development (CSD) recognized the importance of local service providers' (LSP) ability to hire and train qualified staff to complete the work necessary to expend energy grants. Because of the inability to travel, many agencies were left without options to properly train staff. In late 2021, CSD rolled out a statewide Training Program Plan. This plan recognized the importance of training and included guidelines that "places a high priority on all training aspects of its weatherization programs. Agency field personnel and subcontractors are required to take mandated training and are strongly encouraged to take advantage of the opportunities available for program improvement through training and technical assistance. These training courses also provide vital workforce development and skills building for agency employees, an integral component of the program's goals. CSD agencies are expected to maintain a high level of technical expertise through a continued emphasis on internal training, quality control planning, and quality workmanship. This Training Program Plan is the result of a training needs analysis and is designed to ensure that training meets program needs for ongoing evaluation, compliance, and accreditation."

As part of this plan, CSD added an On-the-Job Training (OJT) component. This initiative involves guided training by an assigned agency peer expert to join in the performance of field duties with monitoring, formal coaching, and evaluation. Peer experts provide self-paced, on-site instruction and document the training participant's competence in identified skills. Peer experts must be preapproved by CSD.

Energy Management has since realized that many of CAPK's long-standing energy staff could potentially qualify as Peer Experts within our agency and have been qualified and approved as Peer Experts by CSD. This provides an opportunity for them to assist their colleagues (within their position) to prepare for the OJT evaluations. For assessors and inspectors to work on CSD contracts, they must pass this evaluation. The actual evaluation is completed in the field by a third-party agency that works alongside CSD. There are several tasks that are assigned to the Peer Expert to train and prepare other employees. As a program, we recognize the importance of having as many approved CSD Peer Experts as possible, as it means they have become proficient in their positions. This would also allow us to continue training new staff without any delay.

To ensure employee retention, the Energy Group is proposing additional compensation for the additional work these employees are completing and the added value they bring to our organization. The positions of installer, assessor, and inspector will remain the same; however,

once an employee is able to train other employees, we would consider them ready to be promoted to level II.

The Energy Program is concurrently working on five (5) different grants. We anticipate receiving four (4) more before the end of 2023. To meet the demand of these contracts, we are proposing a new Assistant Weatherization Manager to assist the current Weatherization Manager. The Assistant Manager will aid the team with meeting our day-to-day operations and ultimately meeting our contract requirements. This position will also help train and develop the current staff to meet CSD contract guidelines. This position will also ensure that files are complete in preparation for future audits.

Human Resources (HR) has reviewed and graded these positions and updated the job descriptions. The impact on CAPK's Energy budget is projected to be sustainable. Below is the proposed salary scale for the four positions presented:

Grade 7	Min	Mid	Max
Installer II	$18.43	$21.68	$24.94

Grade 8	Min	Mid	Max
Assessor II	$19.97	$24.94	$29.93

Grade 9	Min	Mid	Max
Inspector II	$22.93	$28.69	$34.43

Grade 10	Min	Mid	Max
Assistant Weatherization Manager	$26.40	$32.98	$39.58

In the current fiscal year (2023), funding for these positions will be supported by the 2022 LIHEAP, 2023 LIHEAP, and 2024 LIHEAP contracts. We also expecting to receive two additional contracts 2023 ELIHEAP and 2023 DOE BIL in the current fiscal year. The impact to the current budget will be approximately $90,000.

The job descriptions coincide with the CAPK Goal #3, which is advancing economic empowerment and financial stability for low-income people in the community we serve as we are advocating for the low-income community of Kern County who often struggle with the inability to weatherize their homes and pay high energy bills.

Recommendation:
Staff recommends approval of the abovementioned job descriptions and compensation at their respective grades.

Attachments:
Installer II Job Description
Assessor II Job Description
Inspector II Job Description
Assistant Weatherization Manager Job Description

Weatherization Installer II - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 07 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for the work activity of a construction or weatherizing crew, installs basic weatherization measures, and performs minor home repairs on designated homes for state and utility funded weatherization programs. Will serve as a direct contact for clients during the construction and weatherization of homes. Responsible for training of fellow installers and applicable WX personnel.

SUPERVISION RECEIVED:
Receives supervision from the Weatherization Manager and Weatherization Assistant Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

- Completes energy conservation measures and/or minor home repair which may include weather-stripping, caulking, duct wraps, doors, low-flow showerhead, hot-water heater blankets, thresholds, burner adjustments, installing thermostats, etc.
- Completes prescribed weatherization work in a professional manner.
- Keeps accurate records of weatherization supplies and materials received, used on job site, and returned to inventory daily.
- Completes all work in compliance with city, county, and state building codes and weatherization installation standards.
- Implements safety policies at job sites.
- Completes all work in conformance to OSHA and CalOSHA standards.
- Performs duties in the shop and warehouse, including carpentry, inventory, clean-up, and routine maintenance of vehicles and equipment.
- Performs corrections on any failed inspections of weatherized homes and completes correction paperwork.
- Inspects homes to determine number of materials needed and repairs to be made.
- Trains new and existing staff as required.
- Performs assessments for energy programs as needed.
- Assist in monitoring current and new Installers paperwork.
- Provide on-the-job training to new and current installers.
- Provide updates and feedback on the progression of current and new installers.

B. Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours, as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.

- Performs other duties as required.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures
- Modern office practices, methods, procedures, and equipment, including computers.
- Principles and methods of home weatherization
- Problems and needs of low-income, disadvantaged, and vulnerable populations.

Ability to:
- Deal with conceptual matters.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish and maintain professional working relationships.
- Pass testing and obtain required CSD certifications.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school graduation or equivalent.
- Advanced proficiency in Combustion Appliance Safety, desirable.
- Two (2) years of work experience in a weatherization program or minor home repair and/or construction, carpentry, or similar trade skills.

OTHER REQUIREMENTS:
- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Travel is required in this position to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel
- Must be fingerprinted and pass pre-employment background check
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations

WORK ENVIRONMENT:
The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- During installations and servicing, position may require working in dark cramped quarters and in conditions where you may be exposed to dust, sawdust, pollens, fiberglass, and cellulose insulation.
- Noise level varies based on assignment.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE	Weatherization Installer II		
Activity	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling	x		
Crawling		x	
Twisting (neck)	x		
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)			x
Power Grasping (left hand)		x	
Fine Manipulation (right hand)		x	
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)			x
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS					
0-10 lbs		**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**
11-25 lbs			x			x
26-50 lbs		x			x	
51-75 lbs		x			x	
76-100 lbs	x	X		x		
100+ lbs	x			x		

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Assessor II - Energy Program

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 8 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for assessing, diagnosing, and gathering information about measure feasibility and materials needed to weatherize a dwelling. Responsible for training and implementing new and improved methods of training for assessors.

SUPERVISION RECEIVED:
Receives supervision from Weatherization Manager and Weatherization Assistant Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

- Conducts on-site assessments of dwellings to determine which program measures are feasible to install.
- Checks and measures attic floors and walls to determine if insulation is needed.
- Measures square footage and provides a drawing of the house.
- Performs pre-weatherization Combustion Appliance Safety (CAS) testing.
- When required conducts blower door and duck blaster diagnostics to measure shell leakage and duct systems leakage.
- Provides a justification for replacing higher-cost items and documents client's file.
- Provides mandatory photo documentation when replacement of windows, doors, and appliances are recommended.
- Determines if mechanical ventilation is required.
- Educates the client on the pros and cons of mechanical ventilation.
- Attends mandatory on-line and offsite training.
- Acts as liaison between federal, state, utility funding sources, and vendors.
- Assist in monitoring current and new Assessors paperwork.
- Provide on-the-job training to current and new Assessors.
- Assist in preparing new Assessors for the peer review exam.
- Assist in completing peer review Assessor OJT (On the Job Training) evaluation.

B. Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for Partnership programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Principles and methods of home weatherization.
- Problems and needs of low-income, disadvantaged, and vulnerable populations.

Ability to:

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills. Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish and maintain professional working relationships with staff, agencies, and clients.
- Manage time effectively for maximum productivity.
- Pass testing and obtain CSD On the Job Training Certification.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Must have completed a minimum of 150 home assessments or (2) two years of experience in conducting home assessments.
- High school diploma or GED certificate required.
- Minimum of two (2) years' experience in weatherization, general home repair, and/or construction.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Travel is required in this position to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.
- Must be fingerprinted and pass pre-employment background check.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (Spanish/English) desirable.

WORK ENVIRONMENT:
The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- During installations and servicing, position may require working in dark cramped quarters and in conditions where you may be exposed to dust, sawdust, pollens, fiberglass, and

cellulose insulation.

- Noise level varies based on assignment.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Assessor II- Energy			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		X	
Kneeling		x	
Crawling		X	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	~~x~~	X		x		
76-100 lbs	x			x		
100+ lbs	x					

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Weatherization Inspector II

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 9 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for quality assurance of construction and/or weatherization work performed by the Weatherization Installers. Will serve as a direct contact for clients during the inspection of construction and until weatherization measures are completed. Responsible for training and implementing new and improved methods of training for Inspectors and applicable WX personnel.

SUPERVISION RECEIVED:
Receives supervision from the Weatherization Manager and Weatherization Assistant Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

- Conducts on-site inspections of homes weatherized by CAPK to ensure that the quality of work performed is consistent with federal, state, local, and utility regulations.
- Investigates and resolves client complaints in a timely manner, performing necessary follow-up inspections to ensure contractual compliance.
- Trains and mentors weatherization installers and assessors on funding source requirements.
- Monitors production on assigned weatherization files ensure that subcontractors are scheduled, and groundwork corrections are completed in a timely manner.
- Performs final quality control review of weatherized homes to ensure weatherization standards are met.
- Ensures installation processes and materials used are appropriate for the weatherization measure(s) to prevent delays caused by errors in installation and/or materials.
- Utilizes weatherization specific diagnostic equipment, such as blower door, duct blaster, infrared cameras, monoxers, and manometers during inspections, when required.
- Reviews weatherization files for accuracy to ensure compliancy.
- Accompanies state inspector during semi-annual field inspections.
- Acts as liaison between federal, state, local, utility funding sources, and vendors.
- Monitor and review fellow Inspectors paperwork and documentation.
- Provide field training for new inspectors.

B. Other Job Specific Duties:

- Attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours, as required, including nights and weekends.

- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Principles and methods of home weatherization.
- Problems and needs of low-income, disadvantaged, and vulnerable populations.

Ability to:

- Complete on-line and in-person funding source training and successfully pass examinations, as required, within six (6) months of employment.
- Handle conceptual matters.
- Plan, organize, allocate, and control substantial resources. Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish and maintain effective working relationships with staff, public, and private agencies.
- Understand and apply written regulations and instructions.
- Pass testing and obtain CSD field work certifications as applicable.
- Pass testing and obtain CSD On the Job Training (OJT) Peer Expert Inspector Certification
- Pass testing and obtain BPI (Building Performance Institute) Energy Auditor certification and QCI (Quality Control Inspector) certification.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

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- Five (5) to seven (7) years of experience in construction and/or home inspection required.
- High school diploma or GED certificate required.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Travel is required in this position to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.
- Must be fingerprinted and pass pre-employment background check.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations
- Bilingual language fluency (English/Spanish) desirable.

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WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job

- Work is primarily performed indoors.
- During installations and servicing, position may require working in dark cramped quarters and in conditions where you may be exposed to dust, sawdust, pollens, fiberglass, and cellulose insulation.
- Noise level varies based on assignment.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE	Inspector II - Energy		
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		X	
Kneeling		x	
Crawling		X	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs		X		x		
76-100 lbs	x			x		
100+ lbs	x					

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Assistant Weatherization Manager - Energy

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Grade: 10 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:

Under the supervision of the Weatherization Manager, the Assistant Weatherization Manager is responsible for quality assurance of construction and weatherizing work performed by the assessors, installers, subcontractors, and inspectors. Assists with reviewing and approving completed work orders, planning, coordinating and supervision of weatherization staff. Will serve as a direct contact for clients during the inspection of construction and weatherization projects.

SUPERVISION RECEIVED:

Receives supervision from Weatherization Manager.

SUPERVISION EXERCISED:

Assessors, inspectors, and installers

DUTIES AND RESPONSIBILITIES:

Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

- Assist in supervising assessors and inspectors including planning, coordinating, and monitoring their work.
- Assist in reviewing and approving assessments for groundwork.
- Assist in reviewing and approving all work orders for inspection. This includes ensuring all energy efficiency measures are installed and labor and materials are accurately documented.
- Assist in monitoring the status of each home using the program's database.
- Conduct random on-site inspections of homes weatherized to ensure that the quality of work performed by the energy program team is consistent with State, Federal, and utility regulations.
- Assist with scheduling and monitoring subcontractors to ensure work is completed in a timely manner.
- Attend Local Service Providers (LPS) meeting/webinars when needed.
- Assist in keeping Weatherization staff informed of new or revised weatherization installation standards.
- Review assessment files for completeness, clarity, and accuracy.
- Review estimates for accuracy and expenditures.
- Assist in checking Hancock to verify that the measures match with the paperwork.

B. Other Job Specific Duties:

- Accompany State Inspector during semi-annual field inspections.
- Performs other duties as assigned.
- Assist in training assessors and inspectors.

- Assist with inspections and assessments as needed.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- CSD Policy and Procedures.
- Departmental policies and procedures.
- Modern office procedures and equipment including computers.
- Word processing and other related software applications.
- Responsible for being knowledgeable on the Training Resource Manual (TRM) and providing direction per the TRM to staff when necessary.

Ability to:

- Apply knowledge of principles and methods of home weatherization Apply knowledge of community resources.
- Apply knowledge of basic principles of organizations, administration, human relations basic math skills.
- Keep records and assist Finance Administrator with inventory control, as needed.
- Maintain effective working relationships with program staff, public and private agencies Plan, organize and implement projects.
- Gather and analyze data.
- Read, understand, and apply written relations and instructions.
- Communicate effectively both verbally and in writing to include correspondence, reports, memos, letters, and proposals.
- Knowledge of the problems and needs of low-income, disadvantaged and elderly.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- One (1) to three (3) years of progressively responsible administrative or management experience, preferably in a supervisory capacity.
- Managerial experience in weatherization, construction and/or home repair is highly desirable.
- Experience in inventory and quality control.
- Certified by CSD as an Assessor and Inspector desirable.

OTHER REQUIRMENTS:

- Must be fingerprinted and pass pre-employment background check.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.
- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Travel is required in this position to various homes and worksites located throughout Kern County. An agency vehicle is provided for agency travel.

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WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- During installations and servicing, position may require working in dark cramped quarters and in conditions where you may be exposed to dust, sawdust, pollens, fiberglass, and cellulose insulation.
- Noise level varies based on assignment.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Assistant Weatherization Manager-Energy			
ACTIVITY	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting Waist			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing &Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	

26-50 lbs		x			x	
51-75 lbs		x			x	
76-100 lbs		x			x	
100 lbs+	x			x		

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MEMORANDUM

To: Personnel Committee

From: Pritika Ram, Chief Business Development Officer

Date: February 1, 2023

Subject: *Agenda Items 4(g):* Executive Division Expansion of Outreach and Communication Services – **Action Item**

Under the Executive Division, the department operates the outreach and communication services for the agency. This service aims to build a sustainable marketing program to bring brand visibility and awareness to the counties of which we have a presence and provide direct client services, including working internally with program staff as well as externally with community partners. Over the years, the volume and complexity of outreach events and activities have increased as demonstrated by our monthly Program Review & Evaluation (PRE) Committee. Additionally, staff are assigned tasks around project management, program design, and special projects that require attention to detail, ability to learn new skills, including strategic planning, integration of Customer Relationship Management, and implementing continuous improvement models and data reporting.

In March 2022, staff entered a contract for services with a marketing firm with a targeted scope of work (i.e., large scale grant funded campaigns such as Energy and Volunteer Income Tax Assistance, professional photography, and videography). However, there continues to be outreach opportunities and projects, such as developing a strategic approach to increasing the agency's brand awareness and visibility, while reaching our target audience consisting of clients, partners, and potential donors that require a high level of internal engagement. There is a challenge to assign such tasks to the contractor due to capacity, out of scope, response time, and budget.

Currently, there are two positions under the Division – the Outreach and Advocacy Coordinator and the Resource and Outreach Coordinator - that have limited-to-no growth professionally and financially mainly due to the non-competitive rate of pay and narrowed-focused job descriptions. Additionally, the positions as titled do not align with the naming convention of the agency positions since both are listed as "Coordinator".

The proposed change would allow a pathway for enhanced skill development and upward mobility within the Division and agency, and alignment with similar internal title structure.

Revised and New Positions

- **Advocacy and Public Relations Manager** (Grade 11). This position is a reclass from the Outreach and Advocacy Coordinator (Grade 10). This position will work directly with programs, initiatives/campaigns, and impact related work to internal and external audiences. They will lead all CAPK media relations, outreach and public relations efforts including advertising, digital and print storytelling, advocacy, and strategic communications; provides training and leadership for all outreach staff and supports leadership in planning; and executing program level promotional efforts. This includes leading advocacy and legislative efforts relating to CAPK programs. Further, this position will lead grant-funded outreach campaigns, including project management as it relates to the grant cycle. The position will also develop and maintain relationships with agencies and community groups who provide resources throughout the network, support with internal mandates (e.g., community needs assessment, training, and reporting).
- **Outreach and Communications Supervisor** (Grade 10). This position is a reclass from Resource and Outreach Coordinator (Grade 8). This position will assist in the development, maintenance, and coordination of CAPK communication efforts; provide leadership of the agency outreach team and support efforts to build strong communication linkages and practices between all CAPK programs.
- **Multimedia Specialist** (Grade 9) (NEW). This position leads in the development of multimedia projects. This includes large-scale organizational videos, social media shorts, and photography projects. In this role, the specialist will be responsible for maintaining, updating, and enhancing multiple websites.
- **Outreach Specialist** (Grade 8) (NEW). This position designs and manages the creation of all CAPK physical and digital promotional materials; oversees planning and executing all social media communications for CAPK and working with CAPK programs to enhance and strengthen their individual social media presences. This role also includes performing professional and administrative work in support of organizational needs, coordinating, and attending community resource fairs.

Strategic Plan and Development

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results*, and as part of following objectives, the proposal supports staff development, growth, and retention:

- Objective 4.1: Enhance leadership capacity, effectiveness, and sustainability.
    - 4.1.1 Establish a process of workforce development for succession and knowledge transfer plans and oversee implementation; (a) Analyze department metrics (i.e., length of service, knowledge gaps, areas of interest) to identify the necessary skills sets for each position; (b) Identify or create evidence-based workforce development strategies to address needs of the department, and (c) Incorporate development opportunities as part of the employee review process.
- Objective 4.2: Increase employee engagement, morale, and retention.

- 4.2.1 Conduct an internal and external equity analysis to evaluate the labor market and fiscal impacts; (b) Complete development and consolidation of revised job descriptions.

Fiscal Impact and Timeframe

The proposed reorganization would result in a fiscal increase to Indirect funds of approximately $36,730.30 compared to last year specifically for the for Outreach and Communications Supervisor and the Advocacy and Public Relations Manager, which are enhancements of existing positions. And, for the new positions, Multimedia Specialist and Outreach Specialist the fiscal impact is approximately $153,951.20, totaling $190,681.50. These changes were also incorporated into the upcoming FY 2023/24 agency-level budget. Additionally, staff anticipate the proposed changes will impact the need for contracted marketing services and will be reassessed once fully staffed. Once this is Board approved, the Executive Division will immediately implement these changes and begin recruiting for new positions.

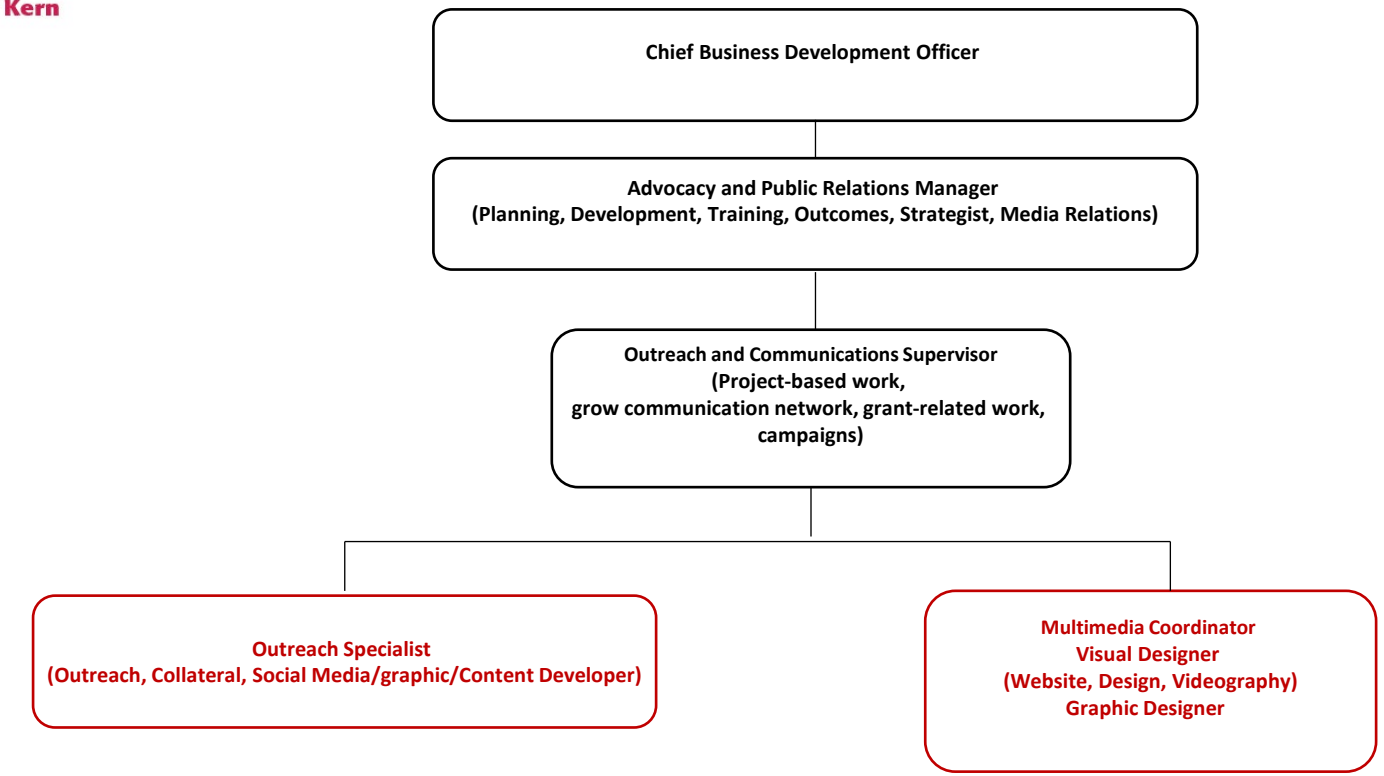
Recommendation:

Staff recommends the Personnel Committee approve the enclosed job descriptions and organizational change for the outreach and communications service line under the Executive Division.

Attachments:

Division Organizational Chart
Outreach and Communications Supervisor Job Description
Advocacy and Public Relations Manager Job Description
Multimedia Specialist Job Description
Outreach Specialist Job Description

Executive Division FY 23-24



Support

Marketing Firm

Outreach and Communications Supervisor

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Advocacy and Public Relations Manager, the Outreach and Communications Supervisor assists in the development, maintenance, and coordination of CAPK communication efforts. Provides leadership of the agency outreach team and supports efforts to build strong communications linkages and practices between all CAPK programs. The coordinator will also develop and maintain relationships with agencies and community groups who provide resources network-wide.

SUPERVISION RECEIVED:
Receives supervision from the Advocacy and Public Relations Manager.

SUPERVISION EXERCISED:
Outreach and Multimedia Specialist, interns, and volunteers.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Under the direction of the Outreach and Advocacy Manager, coordinates the dissemination of information to agency staff, customers, and the public through a variety of communication strategies.
- Oversees the execution of communications projects including website development and maintenance, collateral design and creation, photography and videography projects, and graphic design.
- Coordinates and provides quality control for all interns and volunteers throughout the organization.
- Manages team attendance at resource fairs and other community events to ensure representation of the organization.
- Coordinates large-scale outreach/marketing projects with internal programs and outside partners.
- Direct the Outreach and Multimedia Specialist in the development of collateral and presentations that are used internally and externally.
- Manages production of the CAPK in Action newsletter, Voice of Safety, and other internal and external communications products.
- Develops and maintains the CAPK social media calendar.
- Represent the organization through media interviews and press opportunities.

- Assists the Advocacy and Public Relations Manager with advocacy efforts and maintain relationships with officials and their staff.
- Assists with planning of media and public events hosted by the organization.
- Manage, assign work, support training, assess performance and provide discipline as needed to Outreach and Multimedia Specialist.
- Develop and oversee strategic plan for maintenance, update, and upgrade for all CAPK web products.
- Supports Grants team with development of communications strategies, materials, and data.
- Manage fulfillment of all communications requirements for CAPK grants and programs.
- Development of a diverse team that is reflective of, and can communicate with, clients in their languages.

Other Job Specific Duties:
- Coordinates with the Director of Development in the creation of materials and digital assets to support the CAPK Foundation.
- Assists the Advocacy and Public Relations Manager in the design and execution of training and community building efforts for outreach professionals in all CAPK programs.
- Manages projects and strategic efforts in support of the Chief Business Development Officer.
- Work alternative hours as required, including nights and weekends.
- Network-wide travel as needed.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Leadership principles and best practices.
- Fundamentals of good grammar, spelling, and punctuation.
- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned.
- Media relations practices.
- Principles and practices of public speaking
- Marketing, sales and public relations principles, photography, advertising, target clients, community assets and events, graphic design, production, and printing techniques.
- A passion for high-quality work and inspired, creative design.
- Photograph and videography.
- Social media best policies and practices.
- Effective verbal communication skills, and the ability to coordinate the activities of other staff.
- Strong organizational skills and attention to detail.
- Ability to prioritize and handle multiple tasks and projects.

Ability to:
- Use computer and graphic design software for creating outreach materials (e.g., Adobe Photoshop, Illustrator, InDesign, Canva, Premier).
- Write creatively and clearly for general and specialized audiences.

- Work independently with little direction.
- Meet schedules and timelines.
- Establish professional working relationships with staff and agencies.
- Present and prepare press releases, new articles, presentations, reports, and other written materials in a timely and appropriate manner.
- Compile, organize, and present data clearly in written and oral format.
- Develop short, medium, and long-term plans for events, publications, social media, and other communications products.
- Make presentations before large audiences.
- Assess team member skills and abilities and build training and growth plans to enhance performance.
- Assist with budget preparation.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's Degree in marketing, communications, journalism, business, or related field. Master's Degree in Communications, Business Administration or Public Administration desired.
- A minimum of three years' experience in outreach, communications, and/or marketing. Leadership experience desired.
- An equivalent combination of training and experience that provides the capabilities to perform the jobs duties as described.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and pass the pre-employment background check.
- Successful completion of a physical, substance abuse screening and TB and all required vaccinations.
- Bilingual language fluency (English/Spanish) preferred, but not required.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Outreach and Communications Supervisor				
Activity	**Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**

Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Advocacy & Public Relations Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 11 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Chief Business Development Officer, leads the CAPK Outreach team in promoting Community Action Partnership of Kern programs, initiatives, and impacts to internal and external audiences. Leads all CAPK media relations, outreach, and public relations efforts including advertising, digital, and print storytelling, advocacy and strategic communications. Provides training and leadership for all CAPK outreach staff and supports CAPK leadership in planning and executing program level promotional efforts.

SUPERVISION RECEIVED:
Receives supervision from Chief Business Development Officer.

SUPERVISION EXERCISED:
Supervises the efforts of the Resource and Outreach Supervisor

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Leads agency efforts to disseminate information to CAPK programs, staff, clients, partners, supporters, and the public through a variety of communication strategies, including newsletters, videos, publications, meetings, websites, social media, advertising, and community events.
- Oversees the work of the Communications team to establish, maintain and promote a comprehensive brand for CAPK that creates a seamless image for the agency.
- Coordinates and maintains advocacy efforts for all CAPK programs.
- Maintains a strong relationship with all elected officials and their staff.
- Research and reports to CAPK leadership on all legislative efforts at the local, state, and federal level that could impact agency operations.
- Develops content strategies for large scale marketing efforts and organizational implementation.
- Represents CAPK through public presentations in the community and committee participation, which may include evenings and weekends.
- Serves as the primary media point of contact and spokesperson for CAPK.
- Coordinates agency messaging with CAPK leadership.
- Provides leadership and editorial oversight of all written, photographic, and video communications conducted in support of agency operations.

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- Manages all press conferences on behalf of the agency.
- Responsible for evaluating performance, providing training, mentoring, coaching, and necessary disciplinary action as needed to support operation of the Communications team.
- Provides a centralized system of networking and professional development for CAPK outreach staff across all programs.
- Handles all contracts and relationships with marketing and communications subcontractors.
- Develop outreach team budget.

Other Job Specific Duties:
- Leads special projects as needed to enhance agency impact in the community.
- Works with the Director of Development to coordinate all fundraising materials, events and plans in support of the CAPK Foundation.
- Development of a diverse team that is reflective of, and can communicate with, clients in their languages.
- Work alternative hours as required, including nights and weekends.
- Network-wide travel as needed.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Management principles and best practices.
- Editorial skills, including writing articles, editing, and selection of articles for publications.
- Word processing and related software applications.
- Fundamentals of good grammar, spelling, and punctuation.
- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned.
- Local, State, and Federal political and governmental structures and practices.
- Legislative process and principles of advocacy.
- Requirements of the California Public Records Act and the Brown Act.
- Principles and practices of public speaking.
- Professional media relations practices, including crisis communications.
- Strong organizational skills and attention to detail.
- Ability to prioritize and handle multiple tasks and projects.

Ability to:
- Plan, develop, and present mixed media presentations.
- Write creatively and clearly for general and specialized audiences.
- Compose clear and concise reports and recommendations.
- Exercise sound, independent judgment within general policy guidelines.
- Effectively organize and prioritize assigned work.
- Plan, organize, and allocate resources.
- Display proficiency with Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Initiate, maintain, and enhance professional relationships with media organizations.

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- Develop and deliver messaging for print, television, and radio media organizations.
- Understand and provide editorial direction in the use of computer and graphic design software for creating outreach materials, e.g., Adobe Photoshop, Illustrator, InDesign.
- Lead a team of creative professionals.
- Assess team member skills and abilities and build training and growth plans to enhance performance.
- Identify and address staffing problems to mitigate potential team conflicts.
- Work independently with little direction.
- Meet schedules and timelines.
- Adapt to changes to work environment, software, policies and procedures and support team compliance with organizational priorities.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's Degree in marketing, communications, journalism, business, or related field. Master's Degree in Communications, Business Administration or Public Administration desired.
- A minimum of four years' management experience in outreach, communications, and/or marketing with a large-scale organization.
- An equivalent combination of training and experience that provides the capabilities to perform the job duties as described.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and pass the pre-employment background check.
- Successful completion of a physical, substance abuse screening and TB and all required vaccinations.
- Bilingual language fluency (English/Spanish) preferred, but not required.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Advocacy & Public Relations Manager				
Activity	**Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**

Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Multimedia Specialist

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 9 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Outreach and Communications Supervisor, the Multimedia Specialist leads in the development of multimedia projects. This includes large-scale organizational videos, social media shorts, and photography projects. In this role, the specialist will be responsible for maintaining, updating, and enhancing the CAPK and CAPK Foundation's websites.

SUPERVISION RECEIVED:
Receives supervision from Outreach and Communications Supervisor

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Under the direction of Outreach and Communications Supervisor, it coordinates and develops all high-level multimedia projects for the organization.
- Designs, builds, updates, and maintains the CAPK and CAPK Foundation websites.
- Serves as primary agency photographer and videographer for CAPK and the Foundation.
- Major focus on storytelling and visual communications through various platforms.
- Plans, storyboards, edits, and completes all agency video projects.
- Coordinates and schedules photo and video productions as directed by the Outreach and Communications Supervisor.
- Supplies the digital and video content for all agency social media postings.
- Supplements the social media and graphics production work of the Outreach Specialist.
- Supports the provision of training to program-level outreach staff to enhance brand acceptance, professional social media promotions, and the use of high-quality still and video imagery.
- Provides training in their subject matter expertise to inter-agency stakeholders.
- Takes on project management work as assigned by the Resource and Outreach Supervisor.
- Assists in set-up and execution of all press events, outreach events, resource fairs, and agency celebration events.
- Maintains an up-to-date understanding of industry best practices in photography and videography and suggests improvements to the equipment and practices of the team.

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Other Job Specific Duties:

- Assists with the development of communications-related SharePoint and CRM projects as needed.
- Advises all agency programs and stakeholders in the production of photo and video projects and materials.
- Manages projects and strategic efforts in support of the Outreach team.
- Work alternative hours as required, including nights and weekends.
- Network-wide travel as needed.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Professional photo and video content creation practices.
- Digital content creation software including Adobe Creative Suite, Canva, FinalCutPro, Photoshop and others.
- Written, digital and photo editing communications strategies.
- Website management, design, and editing using WordPress and Elementor.
- Word processing and basic office organizational and communications software.

Ability to:

- Create, edit, and publish digital promotional materials.
- Maintain an up-to-date understanding of industry standard photography and videography practices.
- Create and execute strategic plans for video and photo communications campaigns.
- Support staff and supervisors in the completion of team priority projects.
- Communicate effectively and professionally in both written and verbal environments.
- Work independently with little direction.
- Meet schedules and timelines.
- Work with accuracy and attention to detail.
- Plan, develop, and present mixed media presentations.
- Establish and maintain effective working relationships with other people.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in marketing, communications, journalism, or related field preferred.
- Experience with communications strategies for large organizations.
- Advanced experience with video editing and website management software required.
- A minimum of two years' experience in outreach, communications, and/or marketing.
- An equivalent combination of training and experience that provides the capabilities to perform the jobs duties as described.

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OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and pass the pre-employment background check.
- Successful completion of a physical, substance abuse screening and TB and all required vaccinations.
- Bilingual language fluency (English/Spanish) preferred, but not required.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Multimedia Specialist			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

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	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Outreach Specialist

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 8 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under general direction of the Outreach and Communications Supervisor, designs and manages creation of all CAPK physical and digital promotional materials including CAPK in Action newsletter, the monthly Voice of Safety risk management sheet, social media postings, flyers, signs, mailings, announcements, and other materials as needed. The Outreach Specialist is also in charge of planning and executing all social media communications for CAPK and working with CAPK programs to enhance and strengthen their individual social media presences. This role also includes performing professional and administrative work in support of organizational needs.

SUPERVISION RECEIVED:
Receives supervision from Outreach and Communications Supervisor.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Under the direction of the Outreach and Communications Supervisor, assists with the dissemination of information to agency staff, customers, and the public through a variety of communication strategies, including, but not limited to, newsletters, website, social media, advertising, and community events.
- Produces the CAPK in Action newsletter, Voice of Safety, Annual Report, and other internal and external communications products.
- Coordinates and executes small-scale outreach projects.
- Attends resource fairs and other community events to ensure representation of the organization as needed.
- Creates regular, engaging posts and activity for the organization's social media accounts.
- Develops and maintains the CAPK social media calendar and submits content for editorial review.
- Serves as CAPK's social media expert and offers support and training to program-level outreach staff.
- Maintains an up-to-date understanding of industry best practices in graphic design and social media marketing.
- Speaks to the media and public on behalf of the organization in Spanish and English if needed to support team leadership.

- Assists with planning of media and public events hosted by the organization.
- Works collaboratively with the Multimedia Specialist on various video and photo projects as needed.
- Assist the CAPK Foundation with any collateral or digital needs.
- Assists in the quality control of volunteers and interns throughout the organization.
- Takes on project management work as assigned by the Outreach and Communications Supervisor.

Other Job Specific Duties:
- Assists with the development of communications-related SharePoint and CRM projects as needed.
- Organizes the CAPK program outreach staff training schedules and acts as logistical coordinator for those events.
- Manages projects and strategic efforts in support of the Outreach team.
- Work alternative hours as required, including nights and weekends.
- Network-wide travel as needed.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Professional level graphic design
- Fundamentals of good grammar, spelling, and punctuation.
- Social Media platforms and marketing (Facebook, Twitter, Instagram, LinkedIn, etc.).
- Social media best policies and practices.
- Written, digital and photo editing.
- Creative design, print publication, advertising, and commercial print processing.
- Digital content creation software including Adobe Creative Suite, Canva, FinalCutPro, Photoshop and others.
- Photograph and videography.
- Digital and communication trends.
- Microsoft Office programs, including PowerPoint, Excel, Word, and Publisher.

Ability to:
- Plan, develop, and present mixed media presentations.
- Write creatively and clearly for general and specialized audiences.
- Meet schedules and timelines.
- Communicate effectively, verbally and in writing.
- Establish professional working relationships with staff and agencies.
- Create and execute strategic plans for communications campaigns.
- Develop short, medium, and long-term plans for events, publications, social media and other communications products.
- Conduct media interviews and maintain professional standards of media relations.
- Work independently with little direction.
- Work with accuracy and attention to detail.

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- Plan, organize, and allocate resources.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in marketing, communications, journalism, or related field preferred.
- A minimum of two years' experience in outreach, communications, and/or marketing.
- Expertise in graphic design and social media management required.
- Fluency in written and spoken Spanish very highly preferred (bilingual examination offered).
- An equivalent combination of training and experience that provides the capabilities to perform the jobs duties as described.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and pass the pre-employment background check.
- Successful completion of a physical, substance abuse screening and TB and all required vaccinations.
- Bilingual language fluency (English/Spanish) strongly desired

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Outreach Specialist			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	

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Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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