



Site Manager-Energy Assistance

Program: Maryland Energy Assistance Program (MEAP)

Report to: Program Director, Energy Assistance

Salary Range: \$19.25 - \$22.48

Status/Classification: Full-time Non-exempt

Location: Wicomico County

Site Manager collaborates with the Program Director to ensure the successful operation of the Site according to the Maryland Energy Assistance Program requirements.

Responsibilities:

- Assists the MEAP Program Director with effective and successful implementation of the Maryland Energy Assistance Program (MEAP).
- Responsible for the day-to-day operation of the Energy site including processing and reviewing MEAP applications for benefit.
- Responsible for managing MEAP intake staff who perform the requirements necessary to provide services to clients.
- Coordinates MEAP program that provides financial support to individuals and families based on income eligibility limits and in accordance with community-action guidelines, ensuring eligible participants receive payment for current and delinquent electric bills.
- Maintains participants' records of needs and services, with adequate provision for confidentiality
- Analyzes monthly progress reports and adjusts plans as required to meet deadlines.
- Ability to use the Agency's interface with our Community Partners.
- Ensures intake staff receive required training in a timely manner.
- Cultivate good relationships with federal, state and local government agencies, CAP agencies and other community-based groups.
- Carries out supervisory responsibilities in accordance with Shore Up policies, procedures and applicable laws.
- Responsible for interviewing, hiring, monitoring and training intake employees.
- Other duties as assigned.

Education and Experience

- The ideal candidate has a bachelor's degree in a related field
- A minimum of 1-2 years of related experience in administering, enrolling, and eligibility services for low-income benefit programs.
- Must be organized and have excellent communication skills
- Customer Services experience and working with diverse population

Desired Qualifications

- Knowledge and experience with the Maryland Office of Home Energy Assistance Program
- Computer skills required including email, word processing, spreadsheets, and database (OHEP) entry and report generation.