

CLEVELAND HOUSING NETWORK, INC.

Utilities Program Manager

REPORTS TO: Director of Community Resources

POSITION SUMMARY

CHN's community Resource Center serves the community with counseling, education, and utility assistance resources. The Utilities Manager is responsible for the day-to-day operations of the HEAP, PIPP, PRC and Fuel Found Programs. This position is responsible for the supervision of all supervisory staff, including the Assistant Manager and two Intake Supervisors; reporting to funders; submitting contracts and funding applications; and overseeing day-to-day operations at CHN's main office along with the four scattered site locations under subcontract with CHN. The position reports to the Director of Community Resources, and works closely with all other Community Resource Manager's to insure customers receive comprehensive services that maximize impact and insure a customer driven focus. The position will be part of a team that is focused on maximizing customer service while adhering to the guidelines of the State, County and utility companies and collaborating with other service agencies to provide the greatest possible impact on those we serve.

RESPONSIBILITIES

- Oversee HEAP/PIPP programs and insure compliance with State guidelines
- Oversee PRC program, report to County and adhere to County guidelines
- Oversee Fuel Funds Program, pay close attention to fund availability and maximize ability to direct funds were needed most
- Work closely with Director on funding applications and grant reports, specifically HEAP applications and budget for CHN as well as sub grantees, County PRC application and budget as well as Fuel Fund application and budget
- Work with Director on annual budget and work plan for Utilities Department, paying close attention to expenses. Budget projections and work plan goals
- Thoroughly review all requests for reimbursement from scattered sites, manage scattered site contracts, and oversee productions and protocols at sites
- Insure all staff are properly trained in according to funder guidelines
- Oversee all Quality Assurance protocols, study error reports and staff scorecards and implement processes to insure maximum quality. Implement processes as needed to address errors.
- Prepare for all audits. Have a thorough understanding of contract requirements

QUALIFICATIONS:

- Microsoft Office; specifically Word, Excel and Publisher, comfortable learning and adapt to CHN and funder databases
- Experience dealing with funders, particularly County and State contracts
- Experience dealing with general public with an emphasis on low-to-moderate income consumers and supporting families in crisis
- Strong interpersonal skills, ability to write narrative reports for funders, and manage a budget of over \$2 million
- Ability to multi-task, prioritize several programs and collaborate with other internal and external partners.
- Basic understanding of HEAP, Fuel Funds, PRC and Water Affordability Programs with the ability to adhere to strict program guidelines
- Budget analysis, contracts, business writing and communication
- At least 5 years experience in program management and supervision
- Bachelor's degree in business/relevant field preferred or commensurate experience

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to sdurda@chnnet.com or via mail to Cleveland Housing Network, 2999 Payne Avenue, Human Resources, and Cleveland, OH 44114

M/F/V/D/EOE