



## Position Description Energy Services Program Manager

<b>Title:</b> Energy Services Program Manager	<b>FLSA:</b> Exempt
<b>Wage Range:</b> 67	<b>Reports To:</b> Director of Community Services
<b>Last Update:</b> November 2025	<b>Type:</b> Full Time

### Summary

The Energy Services Program Manager, reporting to the Director of Community Services, leads staff in Lewis, Mason, and Thurston Counties. This role manages energy programs, oversees funding distribution, hires and trains staff, handles grant implementation, and ensures program tracking and reporting. The manager also promotes diversity, equity, and inclusion in both team discussions and client services, focusing on those affected by systemic poverty.

### Typical Work Duties

- Manages and supervises Program Leads, offering ongoing support, coaching, mentorship, and encouraging an equitable, cooperative work environment.
- Represents CACLMT in energy and utility assistance-related community groups, providing updates and technical assistance to staff and providers.
- Reports contractual outcomes monthly to funders and executive leadership and attends public and community meetings to represent the Energy department.
- Collaborates with HR, operations, accounting, and finance teams to facilitate program dissemination and create sustainable budgets for energy programs.
- Supports fund development efforts, assists in securing new funding streams, applies for grants, and oversees grant accountability reporting.
- Engages in discussions about the root causes of poverty and integrates racial equity and social justice practices within programs and teams.
- Coordinates work schedules, assigns tasks, approves leave requests, performs annual evaluations, and resolves staff conflicts.
- Manages service delivery budgets, maintains accurate financial records, monitors expenditures, and implements effective systems for direct service funds.
- Determines and implements client appointment schedules, coordinates community outreach, and provides backup intake services as needed.
- Assists and coordinates resolution of conflicts with clients and is responsible for regular reporting to stakeholders, the fiscal department, Director, and Board of Directors.
- Maintains confidentiality, performs well under stress and time constraints, and demonstrates ethical and professional conduct.
- Research information related to grant contracts and implements relevant policies and protocols; performs other related duties as assigned.

### Education & Experience

- Bachelor's Degree involving major study that may include social work, sociology, psychology, or related field. However, relevant work experience can be substituted for formal education.
- Five years' paid experience working in program management, social services, housing, and/or nonprofits, to include supervision of employees.

## **Requirements**

- A valid Washington State Driver's license is required for this position.

## **Knowledge and Abilities**

- Demonstrates the ability to work effectively with individuals from varied socio-economic backgrounds, ethnicities, religions, educational levels, and abilities.
- Works cooperatively, maintaining open communication and exchanging information with other organizations and agencies when appropriate.
- Handles professional interactions with clients who may be uncooperative, distraught, or hostile, always maintaining composure and respect.

## **Leadership**

- Effectively manages teams and performs under pressure.
- Supports mentorship and leads by example.
- Flexible, collaborative, and proactive leader.
- Analyzes and synthesizes information.
- Think creatively to solve problems.
- Strong time management skills.
- Consistently meets deadlines.
- Organizes tasks, sets priorities, and manages workloads.
- Adapts to changing work environments.

## **Communication**

- Strong written, oral, and presentation skills; experienced in presenting to Boards, funders, partners, officials, and staff.
- Practices active listening by engaging attentively, considering input, and asking clarifying questions to support informed group decisions.
- Proven ability to communicate and interact effectively with individuals of diverse cultures, abilities, genders, ethnicities, and races.

## **Emotional Intelligence**

- Self-awareness of emotions, biases, and preferences aids in objective decision-making.
- Recognize and understand others' emotions and perspectives, especially in group settings.
- Manage emotions and remain calm under pressure to make rational choices.

## **DEIB (Diversity, Equity, Inclusion, and Belonging)**

- Demonstrates a strong understanding of Diversity, Equity, Inclusion, and Belonging (DEIB) practices, ensuring that all individuals feel respected, valued, and supported within the organization.
- Effectively develops and supports the delivery of culturally responsive services, considering the diverse backgrounds and unique needs of those served.
- Works with efficiency and adaptability, maintaining a commitment to developing equitable and supportive team practices that foster team members' health, wellbeing, and long-term sustainability.

- Actively participates in training, open conversations, and the practical application of equity, diversity, and inclusion within both programs and teams, embedding these principles into everyday operations.

### **Physical Demands**

The physical requirements listed are necessary to perform this job's essential duties. Reasonable accommodation is available for individuals. Employees are occasionally required to move through the office to reach files or equipment. Consistent use of computers and office machines is essential. Clear communication, both verbally and in writing, is also a fundamental aspect of the role.

### **Benefits**

CACLMT offers an excellent benefit package of medical, dental, vision, life insurance, long-term disability and a 401(k) for employees who work 20 or more hours per week. CACLMT has paid time off benefits include, 11 paid holidays, generous vacations up to 120 hours per year, and sick leave accrual up to 10 hours per month with a carryover of up to 520 hours.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The work environment includes an office environment which is usually quiet.

*The statements contained in this position outline reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other related duties as assigned, including work in other areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.*

### **Acknowledgment**

I have read the above job description and understand the requirements. I have the ability to perform all the functions listed above with, or without reasonable accommodation. Furthermore, I understand that this is not to be construed as an employment contract. I acknowledged having received a copy of this job description.

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Employee Signature

Date