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| Cumberland Community Action Program, Inc. Job Vacancy Announcement | | |
| Title | Type | Date Opened |
| Operations Manager | Full Time/Exempt | 12/9/2017 |
| Department/Location | Entry | Closing Date |
| WAP/321 Dick Street | \$1,512.73 bi-weekly | 12/15/2017 |
| Required Education & Experience: | | |
| Bachelor's Degree in Social Work, Sociology, Counseling, or related field with 3 to 5 years professional experience working with economically disadvantaged individuals and families and 1 to 2 years supervisory experience is required | | |
| Conditions of Employment: | | |
| Background check with state and Federal law enforcement agency required. Selected applicant must submit to a post offer pre-employment substance abuse screening test and receive a negative result for the use of drugs and alcohol as specified in agency policies. Must submit and receive negative results for random testing of same. Applicant must have and maintain a valid NC driver's license with an acceptable driving record. Must be able to pass a post offer physical examination. CCAP, Inc. is an "at-will" employer. Either the employee or CCAP, Inc. may terminate the employment arrangement at any time, with or without cause. Management has the exclusive right to alter this job description at any time without notice. The job description or announcement is not an employment agreement or contract. | | |
| General Duties & Responsibilities: | | |
| <ul style="list-style-type: none"> Employee is expected to provide the highest level of customer service for both internal and external customers and make independent decisions to effect successful transactions with customers, ensuring the agency's reputation as a leader in excellence Establishes work plans and case load. Assigns duties and responsibilities. Coordinates activities of all staff to ensure compliance with grant conditions, agency standards and policies. Maintains job results by orienting and training staff; coaching, counseling and disciplining employees; monitoring and appraising job results. Advises employees on problem resolution. Designs a system for appropriate documentation, record keeping and reporting. Collects, analyzes, and summarizes customer data on goal achievement. Prepares regular reports for management and funding sources. Reviews and revises Weatherization refunding application and work plans. Reviews and updates standard operating procedure manual, program brochures, application, etc., as needed. line professional journals; establishing networks; and participating in professional groups. Assesses customer satisfaction with weatherization team to include Project Managers and Program Specialists by designing and implementing satisfaction surveys and other research tools; analyzing and interpreting results. Assists in educating customers and the community about energy savings and related energy issues. Provides literature and responds to questions. | | |
| Knowledge: | | |
| Applicant must: <ul style="list-style-type: none"> Employee should be familiar with working with computers and in databases, Internet and word processing and web base software. Be able to demonstrate competency in performing, eligibility determination, individual training and service plan development, marketing, quality assurance, composition and documentation in reporting. Be able to work well with a wide variety of people. Have supervisory skills and experience. Have knowledge of principles and practices of social work. Be able to develop and implement a service plan to maximize the client's physical, social and emotional well-being | | |
| How to Apply: | | |
| Applications may be obtained at Cumberland Community Action Program, Inc., 316 Green Street, Fayetteville, NC or download an employment application at www.actionpathways.ngo . Applications and resumes must be received by 4:00 pm on the application closing date listed in the announcement. Please direct all applications to the attention of Human Resource Department. | | |
| <p>"An Equal Opportunity Employer"</p> <p>Cumberland Community Action Program, Inc. hires only United States citizens and lawfully authorized aliens who are in compliance with the Immigration Reform and Control Act.</p> | | |