

City of Baltimore
Mayor's Office of Children and Family Success
(Operations Officer II)

Organization Overview:

The Mayor's Office of Children & Family Success (MOCFS) is a newly created office under Mayor Bernard C. "Jack" Young. Baltimore City Community Action Partnership (BCCAP), formerly under the Mayor's Office of Human Services, was moved to the Mayor's Office of Children & Family Success (MOCFS) on July 1, 2019.

Baltimore City Community Action Partnership is one of over 1,000 Community Action Agencies across the United States that carry out the Community Action Program, which was founded by the 1964 Economic Opportunity Act to fight poverty by empowering the poor as part of the War on Poverty. Through an agreement with Maryland Department of Human Services-Office of Home Energy (MD-DHS OHEP), BCCAP's Office of Home Energy Programs (OHEP) Division provides bill assistance to low-income households in Baltimore City to make their energy costs more affordable and to help with the prevention of loss and the restoration of home energy service. As one of the largest Community Action Agencies in the State of Maryland, with five (5) locations geographically dispersed throughout the City, OHEP employs over 50 full-time employees and processes over 28,000 applications for residents in need.

Position Overview:

The Mayor's Office of Children & Family Success has an immediate opportunity for an Office of Home Energy Programs (OHEP) Deputy Director to assist in the overall management of the City's energy assistance program.

Essential Duties and Responsibilities:

- Under direction of the OHEP Director, manages, coordinates, and directs the activities and operations of the energy assistance program for low-income City residents.
- Oversees the daily intake and certification of energy assistance applications, mail processing, and distribution of energy assistance grants to eligible City residents.
- Coordinates standards for operations by unit to ensure acceptable performance levels as outlined by state guidelines.
- Produces all required monthly and annual reports and ensures program is compliant with Federal OHEP and LIHEAP guidelines.
- Researches, develops and implements energy assistance policies, goals and procedures based on Federal, State, and local guidelines and the energy assistance needs of City residents.
- Supervises, disciplines, evaluates the performance of, and recommends the hiring, firing and promoting of subordinate energy assistance program personnel.
- Provides training to CAP staff as well as agency partners on system, customer service and policies and participate in the MD-DHS OHEP Workgroup.

Minimum Qualifications

- A Bachelor's degree in Business Administration, Public Administration, Social Services Management, or related field and 4 years of experience in professional-level administrative, operations, or technical work. Supervisory or team lead experience is preferred.
 - Ability to plan, organize and direct the work of others.
 - Ability to identify problem areas and recommend appropriate solutions based on logical consideration of alternatives.
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- Knowledge of methods and procedures for the collection or organization, interpretation and presentation of information.
- Ability to prepare and present reports or recommendations clearly and concisely.
- Ability to compile financial and operational data and to analyze charts and reports and statistical and budgetary statements.
- Ability to establish and maintain effective working relationships with City officials, community and business groups and coordinate activities of various organizations.
- Ability to interpret and apply a variety of laws, rules, regulations, standards and procedures.

Other Qualifications:

- Experience with Community Action Agencies or Office of Home Energy Programs preferred.

FOR QUESTIONS ABOUT THIS RECRUITMENT CONTACT:

Belinda K. Harris
Senior Recruiter
Department of Human Resources
belinda.harris@baltimorecity.gov
(410) 396-3801

HOW TO APPLY:

To apply, visit Baltimore City's Department of Human Resources website (<https://www.governmentjobs.com/careers/baltimorecity>) and apply to the **Deputy Director – Office of Home Energy Programs**.

A letter of interest and salary is required at the time of application submission.

Baltimore City is an Equal Opportunity Employer
