



PROGRAM DIRECTOR

Fuel Fund of Maryland (FFM) was established in 1981 and leads a network of industry, state, and local partners to support, stabilize and sustain Marylanders during a home utility hardship.

We believe that everyone deserves affordable access to the vital resources that power their homes. Our team is a group of talented, driven individuals who aim high to advocate for the communities we serve.

On an annual basis, the Utility Assistance department receives more than 30,000 applications and 30,000 emails as well as 40,000 telephone inquiries.

The Program Director serves on the FFM management team and plays a leadership role in the organization and its networks.

Essential Duties and Responsibilities

- The Program Director (Utility Assistance department) manages, coordinates, directs and participates in the activities and operations of the utility assistance department (currently 3 full time employees) and its programs: Traditional, Silver Lights, Power of One and Stars & Stripes.
- Manages the Utility Assistance staff for strong results and accountability, including development and tracking of key performance (KPIs).
- Reviews current departmental policies and procedures for monthly, quarterly, and annual updates for optimal business needs of the organization.
- Oversees the daily intake and certification of utility assistance applications, email processing, client telephone calls and distribution of utility assistance grants to eligible households.
- Coordinates standards for operations by individual Program to ensure acceptable performance levels and metrics are being met by program specific staff.
- Consolidate, track, and analyze client data across CRM Salesforce to inform utility assistance policies, procedures, and strategies.
- Uses client analytics to provide data-based input to inform departmental strategies and objectives.
- Update weekly metrics to monitor progress and goals of each departmental Program employee.
- Produces all required daily, weekly, monthly, and annual reports to BGE.
- Produces scorecards for Board of Director's meetings (6x a year).
- Supervises, and evaluates the performance of the team and recommends any next steps for the team.
- Fosters a highly inclusive culture ensuring staff thrive and organizational outcomes are met.
- Creates training for utility assistance staff designed to support employee development: CRM Salesforce training, customer service training, etc.
- Participates at external partner meetings such as BGE & OHEP.

Organizational Expectations:

- Builds relationships with staff and serves to build cohesion and communication.
- Identifies and implements areas of organizational improvement for the betterment of the organization.
- Engages in active problem solving, collaboration and relationship building to ensure that there are clear lines of communication and accessibility for information sharing throughout the organization.

- Serves as a mentor and coach to utility assistance staff in support of active problem solving, curiosity and solution focused thinking.
- Completes special projects/requests by Executive Director.
- Other duties as assigned.

Minimum Qualifications

- A minimum of 6 years' experience in operational excellence and oversight focused on Human Resources, Administration, Finance & Accounting, and Information Technology - nonprofit preferred.
- A minimum of 4 years in a leadership role with a proven mentorship and employee growth mindset.
- 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.
- Strong knowledge of methods and procedures for the collection or organization, interpretation, and presentation of information in a CRM. Salesforce experience a plus.
- Strong knowledge of Microsoft Windows, Microsoft Office Applications, Excel, VOIP system and Power Point.
- Ability to prepare and present reports or recommendations clearly and concisely to the Executive Director.
- 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 organizational partners, community, and business groups.

Other Qualifications:

- Strong interest or experience with Low-Moderate Income population preferred; not required.

DIVERSITY, EQUITY & INCLUSION STATEMENT

The Fuel Fund of Maryland is passionate, collaborative, diverse, and an inclusive work environment while being proud to be an equal opportunity employer. We are committed to being compassionate, empathetic, reflective, and authentic to both our clientele and stakeholders.

TO APPLY:

Please submit a cover letter and resume via PDF to: Tokia Day, HR Manager: tday@fuelfundmaryland.org no later than March 30 2023.

SALARY:

Salary: \$70K; commensurate with experience. This position is an exempt, full-time, permanent position.

BENEFITS:

- 13 paid holidays + generous PTO and sick time
- 3/2 Hybrid Work environment upon completion of successful 90-day training.
- Health Insurance
- Simple IRA
- Offices located in Timonium; easily accessible by car or mass transit (bus or light rail)

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