



Position Description: Program Coordinator

Posted September 6, 2023, Closes October 13, 2023 (rolling)

The Philadelphia Energy Authority (PEA) is an independent municipal authority chartered by City Council and the Mayor in 2010, focused on issues of energy affordability and sustainability for Philadelphia. In 2016, with the leadership of City Council President Darrell Clarke, PEA launched the Philadelphia Energy Campaign, a \$1 billion, 10-year investment in energy efficiency and clean energy projects. In the first four years of the campaign, PEA facilitated over \$380 million in clean energy projects, creating over 3,275 jobs. PEA designs and implements initiatives that are replicable in Philadelphia and across the country. PEA uses energy as an entry point to address many of our biggest challenges— poverty, equitable economic development, climate change, and public health.

Title: Program Coordinator

Reports to: Program Manager, Residential Programs

Number of direct reports: 0

Location: Hybrid remote and in-person at 1400 JFK Blvd (City Hall), Room 566, Philadelphia, PA 19107

Open Date: September 6, 2023

Close Date: October 13. Applications will be accepted on a rolling basis.

Exempt/Non-Exempt Status: Exempt (Full-Time)

Philadelphia Residency: Required within 6 months of start date

Position Summary:

The Program Coordinator, Residential Programs will work on the implementation of the Built to Last (BTL) program. The Program Coordinator will support the Program Manager of Residential Programs who currently leads work on BTL and will support a variety of administrative, operational, and project coordination efforts. They will provide a critical layer of project management including data management, customer relationship management, and partner contract management. Project management and/or construction management experience and a highly organized approach will be vital to the success of this role.

Built to Last is a whole-home repair program serving low-income homeowners and designed to layer, coordinate and supplement government, utility, and non-profit home improvement. PEA works with a broad network of organizations that deliver direct housing repair services and “wraparound” supportive services that make up the Built to Last coalition. PEA provides the administrative platform to allow these programs to effectively work together while directly funding home repairs – including electrification and rooftop solar power – to help achieve truly holistic repairs that result in homes that are healthy, safe, affordable, and resilient for the long term. PEA launched a pilot of Built to Last in 2021 and began to scale the program in 2023 with the goal of completing whole-home repairs in 10,000 homes by 2033.

Key Success Factors:

Our ideal candidate is a highly organized, strong communicator with demonstrated interest in solar energy, energy efficiency, and work in historically underserved communities. Experience in project and/or construction management, weatherization or the residential clean energy sector is a plus. Customer service experience would be valuable in this role. Because we are a small team, PEA seeks a self-starter with an entrepreneurial mindset, a person who is comfortable with learning new things, who

is focused on results rather than tasks, who does what they say they will do and who has a high level of attention to detail and follow through. Comfort with juggling multiple priorities, deadlines, projects, and customer service requirements concurrently will be key in this role.

A commitment to Philadelphia and a passion for energy, sustainability, climate change, equity, and economic development issues are essential.

Responsibilities may include:

- Serving as a point of contact for program participants, partners, and stakeholders to support enrollment, lead some outreach and education work, and resolve issues
- Supporting the management of the program, including client intake, home evaluation, construction coordination, project close-out, and evaluation processes being undertaken by PEA and its program partners
- Drafting communication materials about the program, including customer-facing communications and grant application content
- Tracking planned scopes and budgets for home repairs and improvements against actual results; collaborating with program evaluators to ensure accurate reporting of outcomes
- Supporting fundraising and grants management efforts, and tracking and managing program funding from public and private sources
- Other responsibilities as assigned

Preferred Qualifications:

- High school diploma or equivalent
- 1-3 years of relevant experience
- Experience working in residential clean energy, construction, project management, construction management and/or social services
- Experience with customer service and managing coalitions, vendors and partners
- Exceptional organizational, written, verbal, and interpersonal skills, and attention to detail
- Proficiency in MS Office, Google Suite and communications platforms
- Ability to thrive in a fast-paced work environment with multiple priorities, objectives, and deadlines
- Philadelphia residency required within 6 months of date of hire

Salary & Benefits: Our salary target for this role is in the high \$50,000 to mid-\$60,000 range and will be commensurate with experience. Benefits include (but are not limited to) generous healthcare, fringe and retirement benefits and paid time off.

How to apply

Please send a resume and a brief cover letter explaining why you'd be a good fit for this role and including how you heard about the position to jobs@philaenergy.org. The subject line must include “[FirstName LastName] BTL Program Coordinator Application.” Incomplete applications will not be considered. Inquiries or clarifications must be submitted via email.

The Philadelphia Energy Authority is an Equal Opportunity employer and does not tolerate discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status.