

JOB CATEGORY: Program Manager
JOB TITLE: Weatherization Program Manager
FLSA STATUS: Exempt
CLASS: 400

PROGRAM DESCRIPTION

The Weatherization Assistance Program (WAP) helps eligible low-income households reduce their energy burden through energy-efficiency improvements, health and safety measures, and client education. Texoma Council of Governments (TCOG) is a subrecipient of the Texas Department of Housing and Community Affairs (TDHCA) and provides weatherization services throughout a 19-county service area in Texas.

SUMMARY OF POSITION

The Weatherization Program Manager directs the daily administration and delivery of TCOG's Weatherization Assistance Program from client eligibility and energy assessment through work authorization, installation, final inspection, payment, warranty resolution, and file closeout. Exercising discretion and independent judgment, the manager oversees production, budgets, compliance, contractors, staff, data quality, reporting, client service, and program improvement..

ORGANIZATIONAL RELATIONSHIPS

- Reports to: Energy Services Director
- Directs: Weatherization program staff and assigned personnel
- Other: Executive Director, Department Directors, other TCOG employees, contractors, funding agencies, public officials, community partners, clients, and the general public

ESSENTIAL DUTIES

The essential duties of this position include, but are not limited to, the following performance measures:

1. Direct the day-to-day administration of WAP contracts, grants, budgets, production goals, schedules, work plans, deliverables, and staff activities.
2. Supervise, train, coach, and evaluate assigned staff; establish priorities, monitor workload, support staff development, and assist with recruitment and hiring.
3. Ensure program quality and compliance with applicable DOE, LIHEAP, TDHCA, TCOG, and other federal, state, and local requirements; maintain program policies, procedures, workflows, documentation standards, and quality-control practices.
4. Coordinate the full weatherization process, including eligibility, priority, scheduling, energy assessments, work scopes, contractor assignments, change orders, installation, final inspection, warranty work, invoicing, and file closeout.
5. Develop or review comprehensive work orders and supporting documents for accuracy, completeness, allowability, and compliance with the Standard Work Specifications (SWS), 10 CFR Part 440 Appendix A, approved energy audits or priority lists, and other applicable requirements.
6. Prepare and monitor budgets, expenditures, production, performance, inventory, and compliance reports; analyze progress and adjust plans as needed to meet contract goals and deadlines.
7. Prepare for monitoring, audits, file reviews, and onsite reviews; identify risks and coordinate responses, corrective-action plans, process improvements, and follow-up documentation until findings are resolved.
8. Coordinate procurement, contractor agreements, recommendations for award, and assignment of work; monitor contractor capacity, timeliness, workmanship, documentation, licensing, insurance, compliance, warranty obligations, and corrective work.
9. Work with staff and contractors in the field and ensure completed work matches the approved scope, meets installation standards, and passes required final inspection and quality-control review before payment and closeout.
10. Evaluate natural gas, LP gas, fuel oil, and electric heating and cooling systems and apply applicable HVAC, building-code, health and safety, and weatherization requirements.
11. Provide professional client service, respond to escalated concerns, explain program requirements and limitations, and coordinate reasonable resolutions.
12. Maintain accountability for program tools, diagnostic equipment, supplies, inventory, and vehicles.
13. Coordinate outreach throughout the 19-county service area; represent TCOG at meetings, trainings, conferences, and community events; and maintain current knowledge of program requirements and technical standards.
14. Keep the Energy Services Director informed of program status, expenditures, production, staff and contractor performance, client concerns, compliance issues, and identified risks.
15. Perform other duties and responsibilities as required or assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of DOE and LIHEAP WAP, TDHCA requirements, grant and contract administration, budgeting, procurement, monitoring, records management, contractor oversight, and corrective-action processes.
- Knowledge of building science, OSHA health and safety practices, construction, home repair, HVAC systems, SWS, ASHRAE 62.2, applicable residential codes, and weatherization methods, materials, tools, and equipment.
- Skill in program and project management, budgeting, data analysis, problem solving, risk management, contractor oversight, negotiation, conflict resolution, and customer service.
- Skill in reviewing technical and financial documentation and preparing work orders, bids, specifications, purchase orders, billing documents, reports, correspondence, and required program records.
- Skill in Microsoft Office, program databases, reporting systems, electronic records, and standard office equipment.
- Ability to interpret technical information, review home diagrams, read measurements, apply program and building requirements, exercise sound judgment, and document defensible decisions.
- Ability to supervise and develop staff, coordinate the work of others, maintain confidentiality and accountability, and foster a professional, collaborative, client-centered workplace.
- Ability to work independently, manage competing priorities and deadlines, adapt to change, and communicate effectively with individuals from varied cultural and socioeconomic backgrounds.

EXPERIENCE AND TRAINING

High school diploma or equivalent is required. An associate's or bachelor's degree in public administration, business administration, construction management, project management, building science, energy management, social services, or a related field is preferred. An equivalent combination of relevant education, training, and experience that provides the required knowledge, skills, and abilities may be considered.

A minimum of four (4) years of progressively responsible experience in energy conservation, weatherization, renewable energy, construction trades, lead abatement, housing rehabilitation, grant or program administration, or a related field is required, including at least two (2) years of supervisory or lead experience.

CERTIFICATES AND LICENSES REQUIRED

16. Valid Class C driver's license with an acceptable driving record.
17. Ability to obtain and maintain other certifications required by TCOG or the funding source within established timeframes.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The employee is regularly required to sit, stand, walk, bend, kneel, crouch, crawl, climb, balance, reach, handle tools, and maneuver in attics, crawlspaces, closets, occupied homes, and construction areas. Work may involve heat, cold, dust, uneven surfaces, prolonged driving, and other field conditions. The employee must frequently lift and/or carry up to 75 pounds. Reasonable accommodations may be made for qualified individuals with disabilities.

POSITION STATEMENT

This description summarizes the position's primary duties and may be revised based on program requirements, funding, organizational needs, and applicable law.