



# Program Support Specialist

Department of Technology & Energy Services  
333 Sheridan Ave Albany, NY 12206

THE POWER OF CHANGE

## ABOUT ALBANY COMMUNITY ACTION PARTNERSHIP:

Albany Community Action Partnership (ACAP) is a source of direct support for families who live in poverty in Albany, New York. The majority of program participants are from economically vulnerable families with incomes below 75% of the federal poverty threshold (or \$20,160 for a family of three - the average family size of ACAP's customer population). For 50 years ACAP has been providing a network of programs which serve the needs of children and families living in poverty.

Our prominent programs include: Early Head Start, Head Start, Energy Assistance and Weatherization, Career Pathways, Healthcare Opportunities Grant, and we support parents through Employment and Dress for Success. Through its programs, ACAP has created positive change in the lives of children and families in Albany, Cohoes. ACAP embodies the spirit of hope, improving communities and making the Capital Region a better place.

## RESPONSIBILITIES:

The Technology & Energy Services Program Support Specialist works to input process and maintain purchasing systems, state databases, and tracking databases/spreadsheets. The Program Support Specialist prepares, processes, and maintains client files, correspondence, and filing systems. They also greet customers and direct visitors and incoming telephone calls. This often entails answering general questions and inquiries regarding ACAP's programs and services then directing customers.

Through providing information on and referring individuals to public or private agencies/community services for assistance, Technology & Energy Services Program Support Specialist's assure a smooth service transition for our customers. They facilitate active customer involvement in their services and development plans. They also complete required documentation to provide accurate and quantifiable measurement of program goals for required reports.

The Technology & Energy Services Program Support Specialist is expected to perform a variety of clerical and general office duties including but not limited to copying, sending and distributing faxes, receiving and distributing incoming mail, processing outgoing mail and general maintenance of the copy machine and supplies are also required. Data entry skills and attention to detail are crucial as the Specialist will also prepare for meetings and support the management team by performing assigned tasks related to outreach, quality assurance, assist in allocation, counting, and maintaining of inventory systems as well as assure ongoing compliance across funding sources.

## QUALIFICATIONS:

The Technology & Energy Services Program Support Specialist must have an Associate's Degree in Human Services, Social Work, Public Administration, Business Administration or related technical field is required. A Bachelor's degree is preferred. The candidate must also have 2-4 years of experience working in a related field. Experience in a Human Services or a Community Organization is preferred. Solid PC skills including database entry, word processing, etc. is required. Good interpersonal and communication skills as well as attention to detail are crucial. Candidates may also be required to possess, and have ability to maintain a valid driver license.

## BENEFITS/PAY:

Health, Dental, Vision; Vacation, Sick, Personal Leave; Holidays; Educational Assistance; 403(b)

## CLASSIFICATION / HOURS:

Non- Exempt, 40 hours per week; 52 weeks per year.

## APPLICATION PROCESS:

Please send a cover letter and a current resume to:  
Albany Community Action Partnership, Human Resources  
333 Sheridan Avenue, Albany, NY 12206

FAX: (518) 463-8185

E-MAIL: HR@albanycap.org

Selected Candidates will be contacted for interview.

No Phone Calls Please

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