

Position Title: Energy Assistance Specialist

Reports to: Energy Assistance Director

Grade: 06

Supervises: None

Schedule: Full-Time. Monday – Friday 8:00- 4:30p.m. – 6-9 month

Classification: Non-Exempt

Summary

The Energy Assistance Specialist will be responsible for receiving and processing all energy assistance applications under the LIHEAP (Low Income Energy Assistance Program). The position works with the Energy Assistance Director to coordinate the Energy Assistance Program's outreach efforts, establishing and maintaining relationships with community partners.

Duties and Responsibilities/Essential Functions

Develop a good working knowledge of agency mission, vision and philosophy.

Developing a comprehensive understanding of LIHEAP guidelines and application intake and reviewing procedures.

In the absence of the Energy Assistance Director, assumes responsibility for supervision and operations of EAP.

Participates in all aspects of application processing and assists the Energy Assistance Director in ensuring that production goals are met.

Is responsible for file certification to ensure accurate payments to vendors.

Works closely with the Energy Assistance Director to monitor availability of funds.

Works closely with the Energy Assistance Director to supervise the daily program operations and office operations.

Prioritizing and planning work activities; using time effectively.

Maintaining a good working relationship with co-workers, funders, energy vendors and other organizations relevant to the energy assistance program.

Assist Director with meeting with vendors to inform them of the rules of the program and to assist them with implementation of the rules of the program.

Assist Director to develop and implement an outreach strategy to reach eligible LIHEAP households.

Advocate for the clients with vendors/utilities.

Attend required meetings, training, seminars, and conferences as needed/required to enhance expertise and professionalism in agency activities as scheduled by the Director and/or funding source, outside agencies, etc. to fulfill job/project(s) requirements.

Must be responsible and able to handle confidential material and information, organize effectively, and work independently.

Schedules and participates in off-site intake as needed.

Works closely with the Energy Assistance Director to develop and implement a strategy to raise funds for local Reach Out For Warmth (ROFW).

Tracks ROFW payments by updating and maintaining ROFW payment database.

Client Communication:

- Interviews clients in crisis to determine services needed, and resources available, to alleviate crises.
- Ensures that all clients are informed of their rights, responsibilities and eligibility status.
- Ensures that all clients are informed when additional information is needed to complete their application.
- Ensures that client phone calls are responded to in a timely and appropriate manner.
- Ensures households requesting information about EAP or other community resources receive relevant referrals.
- Maintains crisis referral information.

Perform all other duties as assigned by Supervisor and/or Director.

Supervisory Responsibilities

None

Education and Experience

High School Diploma or equivalent

Working knowledge of modern office communication systems: e-mail, voice mail, computer systems, and ability to operate various office equipment such as fax, copy machine and calculator.

Proficient in data entry and management.

Key Competencies

To execute this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required:

Effectively organize, prioritize, solve problems and handle multiple tasks while maintaining high quality of work and meeting deadlines.

Work independently, with minimal supervision, as well as work within a team environment. Demonstrates teamwork by cooperating with and assisting co-workers as needed.

Experience in maintaining detailed records on a computer system and handwritten documents.

Demonstrated computer proficiency with necessary software.

Make decisions and act based on ICCC code of conduct principles and the Community Action Code of Ethics.

A positive ambassador of ICCC and its mission as you represent the agency by your actions and by your spoken and unspoken words.

Work under pressure, in stressful situations and with frequent interruptions.

Contribute to and participate in strategic planning, program self-assessment and other efforts to improve program services and agency responsiveness.

Ability to respond competently and positively to the culture, traditions, lifestyles, language and values of each individual, family and community.

Articulate an awareness of self, values, and ethics as they have an impact when working with families.

Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts and clients served.

Good communication skills; verbal and written, technical and non-technical.

Ability to maintain the integrity of confidential employment, client, and business information.

Pass a criminal background check.

Proof of valid driver's license and current vehicle insurance coverage.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

While performing the duties of this Job, the employee is occasionally required to stand; walk; sit; use hands, fingers, handle, or feel; reach with hands and arms; and talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and the ability to adjust focus.

Work Environment

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Acknowledgement

This job description describes the general nature and level of work performed by an employee assigned to the role. It does not imply that these are the only duties and responsibilities to the job. The employee may be required to perform other duties as requested by the Supervisor/Director. All requirements are subject to change over time.

Signature

Date

I acknowledge that this job description is neither an employment contract nor a legal document and does not alter the employment at-will status. I have received, read, and understand the expectations for the successful performance of this job.

Signature

Date