



**Inter-County Community Council
Energy Department
Position Description**

Position Title: Energy Assistance Specialist

Reports to: Energy Assistance Director
Supervises: None
Schedule: Full Time: 40 hours/week 9-12 months: Monday-Friday 8:00-4:30
Location: Oklee Office
Classification: Non-Exempt
Pay Range: Grade 06

Summary

The Energy Assistance Specialist will be responsible for receiving and processing 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 clients and community partners, and coordinating data entry of applications.

Duties and Responsibilities/Essential Functions

- Have knowledge of and perform the following:
 - Work with clients requesting energy assistance, crisis and emergency related repair as needed
 - Process Energy Assistance mail received to appropriate situation
 - Building client files and log applications into program specific software application
 - Performs data entry of application
 - Handle crisis requests and work with clients through Assurance 16 activities
 - Assist walk-in clients with energy applications and Assurance 16 needs
- Assist in covering the 24/7 emergency plan for night, weekend, and holiday to deliver the energy services, if needed
- Review program specific paperwork such as program applications; confirm accuracy of information, reaching out to clients, vendors and program staff as needed.
- Interviews clients to determine services needed and resources available – make appropriate referrals.
- Ensures that all clients are informed of their rights, responsibilities and eligibility status.
- Ensures that client phone calls are responded to in a timely and appropriate manner.
- Connect client to community resources to address individual/family needs. Report on the effectiveness of the referral and if any of the needs are unmet.
- Maintain and track all referral and other reporting as necessary
- Developing a comprehensive understanding of program procedures and processes in coordination with LIHEAP guidelines.
- In the absence of the Energy Assistance Director, assumes responsibility for continuity of all program components
- Participates in all aspects of application processing and assists the Energy Assistance Director in ensuring that production goals are met.
- Maintaining a good working relationship with co-workers, funders, energy vendors and other organizations relevant to the energy assistance program.
- Participate in meeting with vendors to inform them of the rules of the program and to assist them with implementation of the rules of the program.
- Participate with the development and implementation 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. to fulfill job/project(s) requirements.
- Must be responsible and able to handle confidential material and information
- Works closely with the Energy Assistance Director to develop and implement a strategy to raise funds for local Reach out for Warmth (ROFW).
- Perform all other duties as assigned by Supervisor and/or Executive Director

Education and Experience

- High School Diploma or equivalent
- Proficient in Data Entry and Management

- 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

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 prior to hire date.
- Proof of a valid driver's license
- Travel to various locations during the day and occasional overnight stay(s) will be required.

Physical Demands

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 occasionally and sit for extended periods of time
- Frequently lift and/or move up to 10 pounds. Occasional lifting up to 40 pounds.
- Specific vision abilities required by this job include; close vision, distance vision, and the ability to adjust focus.
- Walk short distances to obtain documents from printing locations
- Use hands and fingers to type/write for extended periods of time
- Able to talk in person and by telephone to obtain and receive detailed information

Work Environment

Employee will be located in an office or cubical setting. Employee may need to meet clients at another location depending on the need of the client. 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 this 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