

NEIGHBORIMPACT

JOB DESCRIPTION

Job Title: Energy Assistance Intake Worker-Bilingual
Reports To: Energy Assistance & Weatherization Programs Manager

I. Job Purpose:

The primary responsibility of this position is to review client applications and coordinate the day to day operations of LIEAP (Low Income Energy Assistance Program).

II. Duties, Tasks and Responsibilities:

These are the major job duties, listed in priority order, including the percentage of time estimated for each duty. Management reserves the right to add, modify or delete duties as it deems necessary at any time.

Support Services: (100%)

1. Responsible for answering the phone and determining client eligibility.
2. Performs initial review of all client applications
3. Contact clients for additional documentation required to process application
4. Intervene on behalf of clients with fuel vendors when necessary
5. Answer client questions when able, and refer more difficult questions/problems to Program Coordinator
6. Prepare client receipts and weekly vendor lists
7. Prepare bulk mailings
8. Assist with other duties as assigned

III. Skills, Knowledge and Abilities: Specifically describes the knowledge requirement of each skill. These are the requirements to perform the job duties.

- Fluency in Spanish both oral and written, required
- Willingness to learn LIEAP program rules and regulations
- Ability to perform intake
- Knowledge of basic math skills
- Excellent customer service skills
- General office skills
- Experience with computers

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IV. Qualifications: Education and/or equivalent work experience are necessary to perform this job.

- Minimum of two years working in a social service agency or office at a support staff level.
- Prior experience in fuel assistance programs helpful. Must have excellent communication skills.
- Must be able to handle disgruntled customers in a professional manner.
- Must be bilingual-Spanish. Both oral and written.

V. Position Details:

The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required.

Fair Labor Standards Classification: Non-Exempt

NeighborImpact is an EEO Employer.

Employee Print Name: _____ Date: _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____