

## WRIGHT COUNTY COMMUNITY ACTION JOB DESCRIPTION

**JOB TITLE:** ENERGY PROGRAMS ASSISTANT

**POSITION PURPOSE:** The position of Energy Programs Assistant is assigned to work in the Energy Assistance program operated by WCCA. It will be directly responsible for daily implementation of the client application/program recordkeeping/documentation/client tracking and other related duties essential to the effective delivery of services.

**DUTY STATION:** WCCA Office -- Maple Lake, MN

**HOURS PER WEEK:** 40 hours per week

**SUPERVISOR:** Housing Manager

### DESIRED SKILLS/ABILITIES:

1. High School Diploma/GED required with 2 years of education training or experience in the operation of housing services, energy programs, or community service programs.
2. Recent work experience in customer service and related office systems.
3. Must have strong customer relations skills.
4. Ability to manage an on-going level of participants applying for and receiving services.
5. Knowledge of and ability to work with other agencies/organizations in the area of energy conservation and assistance programs to effectively coordinate services.
6. Ability to assess participant needs, complete service application, determine completeness and accuracy of application information, eligibility and needed participant services.
7. Experience or ability to maintain records, prepare written documents, reports and other materials.
8. Ability to work independently and on team projects with general direction and minimal supervision.
9. Must have current computer abilities to conduct work activities in an electronic system.
10. Must be able to complete essential training within 30 days of hiring.
11. Must have access to reliable transportation for occasional job related travel.
12. Ability to cross train & work in energy conservation programs desire

**I. General Responsibilities:**

The Energy Programs Assistant is expected to take participant applications, verify completeness and accuracy, on-line entry, maintain documentation, and prepare written materials and reports to guide and document routine operations. Will cross train to assist in Energy Conservation Programs as need and abilities permit.

**II. Specific Responsibilities:**

1. Assess customer needs and determine eligibility for Energy Assistance.
2. Maintain a directory of community resources that can assist participants to resolve problems.
3. Maintain documentation, conduct record keeping electronically and on paper.
4. Provide information and referrals to participants for programs operated by WCCA as well as other agencies.
5. Conduct applicant intake and assist with service coordination.
6. Must be able to understand and accurately implement program rules, regulations, and guidelines.
7. Must be able to complete on-line applications for service delivery applicants.
8. Must be able to work with utility vendors and customers to resolve shutoffs and establish payment plans.
9. Will cross train to assist in Energy Conservation Program client information mgmt.
10. Will cross train in Energy Conservation Program home testing and inspections as needed.
11. Other duties as assigned.

**Confirmation of Understanding:**

I verify that I have received and read my full job description and understand the scope of my responsibilities in this role and my commitment to Wright County Community Action.

**Print Name**\_\_\_\_\_

**Signature of Employee**\_\_\_\_\_ **Date**\_\_\_\_\_