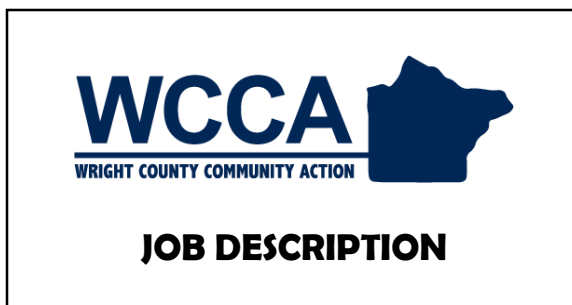


Last Update: July 20, 2020
Department/Division: Energy Assistance
Reports To: EAP and Housing Director
Supervises: None
Status: Full-time, Non-Exempt
Duty Station: WCCA Main Office, Maple Lake, MN



Energy Assistance Intake Specialist

Job Summary:

As part of the WCCA team, all employees work to help us achieve our mission. By working together, we will fulfill the Agency’s goals as set forth in our strategic plan. We strive for continuous improvement and are helped along that path through the use of the Results Oriented Management and Accountability (ROMA) data system. ROMA helps us in many areas including assessment, planning, implementation, achievement of results, and evaluation. We seek outcomes that align with individual program standards, national ROMA goals and the National Community Action Partnership.

The position of Energy Assistance Intake Specialist is 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. This position is responsible for understanding customer needs and delivering a high level of customer support and service. Staff will keep updated on agency and county-wide services as to refer to other services as client needs arise.

Education and Experience

- 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.
- Recent work experience in customer service and related office systems.
- Knowledge of and ability to work with other agencies/organizations in the area of energy conservation and assistance programs to effectively coordinate services.
- Experience or ability to maintain records, prepare written documents, reports and other materials both hard copies and electronically.

Required Skills and Abilities

- Ability to relate in a courteous and professional manner, displaying sensitivity and caring attitude toward low-income participants.
- Demonstrate an attention to detail
- Must demonstrate the ability to use a computer and data entry software
- Willing to cross train & work in energy conservation programs desire
- Must have access to reliable transportation and a current driver’s license.
- Must attend job related training and regular day and night time meetings.

Essential Job Functions and Responsibilities:

1. Support and model WCCA's Behavioral Competencies:

Making People Matter	Organizational Success
Commitment to Mission, Vision and Values Advocate for the People We Serve Accessible and Open to the Public Commitment to High Quality Honest, Fair & Trustworthy Respect and Value Others' Perspectives Foster Feelings of Hope	Continuous Learning/Development Display Leadership Qualities and Ownership Process Improvement Efficient Use of Resources Support Diversity and Understand Related Issues Teamwork/Cooperation Recognize Others' Achievements
Job Effectiveness	Open to Change
Planning/Organizational Skills Sound Judgment & Effective Decision Making Productive and Results-Oriented Effective Communication Dependable & Responsible Job/Organizational Knowledge Display Initiative	Resilient in the Face of Challenges Focus on Longevity/Sustainability Resolve Conflicts Constructively and Collectively Support Others Creativity/Innovation Positivity

2. Specific Responsibilities:

- Must be able to complete essential training within 30 days of hiring.
- Assess customer needs and determine eligibility for Energy Assistance.
- Maintain a directory of community resources that can assist participants to resolve problems.
- Maintain documentation, conduct record keeping electronically and on paper.
- Provide information and referrals to participants for programs operated by WCCA as well as other agencies.
- Conduct applicant intake and assist with service coordination.
- Must be able to understand and accurately implement program rules, regulations, and guidelines.
- Must be able to complete on-line applications for service delivery applicants.
- Must be able to work with utility vendors and customers to resolve shutoffs and establish payment plans.
- Will cross train to assist in Energy Conservation Program client information mgmt.
- Will cross train in Energy Conservation Program home testing and inspections as needed.
- Other duties as assigned.

Physical Requirements and Working Conditions

Job Specific Requirements	Rarely (0-12%)	Occasionally (12-33%)	Frequently (34-66%)	Regularly (67-100%)
Seeing: Must be able to read reports and use computer				X
Hearing: Must be able to hear well enough to communicate with coworkers				X
Sitting				X
Standing/Walking	X			
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing up to 30 pounds	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system				X

Statement of Understanding:

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list or responsibilities, duties, and skills required. Furthermore, they do not establish a contract of employment and are subject to change at the discretion of Wright County Community Action.



July 2, 2020

Approved By: Board of Director Chairperson/Date



July 2, 2020

Approved By: ADA Compliance/HR Director/ Date

Employee Acknowledgement

I have read and understand that this Job Description describes my job duties at Wright County Community Action. I have received a copy of this Job Description and understand that it is my responsibility to read and comply with it. I understand that I should contact my direct supervisor with any questions I have about my Job Description.

Date: _____

Employee Signature

Employee's Name (Printed)