

ECONOMIC SECURITY CORPORATION JOB DESCRIPTION

Job Title: Assistant LIHEAP Coordinator
Division: Community Development
Reports To: LIHEAP Coordinator
FLSA Status: Non-Exempt
Revised Date: July 15, 2017
Job Classification: Grade 4

SUMMARY

The Assistant LIHEAP Coordinator performs the duties of an Energy Assistance Worker, processing energy assistance applications for eligibility and assists the LIHEAP Coordinator in maintaining quality control and contractual compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Enters a variety of data into computerized record keeping systems in a timely and accurate manner.
2. Responsible for assessing eligibility for energy assistance programs; collecting required documentation and completing the energy assistance application.
3. Communicate with customers by phone, letter, email, and in person, when necessary, to complete applications.
4. Document communication with applicant, vendors, employers, etc. in State LIHEAP database.
5. Negotiate with utility vendors on behalf of low-income customers.
6. Responsible for filing completed applications in a timely manner.
7. Responsible for electronic archiving of applications at end of season.
8. Meet minimum requirements on number of applications processed weekly as assigned by LIHEAP Coordinator.
9. Maintain an accuracy of 85% or higher measured on applications submitted for payment (LIHEAP ~ Energy Assistance and Energy Crisis Intervention Program, Dollar Help, Red Tag, etc.)
10. Accurately completes weekly and monthly reports in a timely manner.
11. Develops professional relationships within community agencies in order to better serve low income families.
12. Assist with one-on-one staff training.
13. Double-check cases for accuracy.
14. Generate an Archived Report and compare it to a compiled Registration and Processing Timeframe Summary Report to ensure all cases have been archived.
15. Contact vendor (MGE/Laclede) for additional funding.
16. Prepare ECIPs for payment (Batching Approval and Batch in MIS), when CD Admin Asst. and LIHEAP Coordinator are not available.
17. Prepare and send weekly ECIP report to vendor(s). (Lamar City Utilities).

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

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

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers/clients or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding in order to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS

Proficient personal computer skills, including electronic mail, record-keeping, routine database activity, word processing, spreadsheet, graphics, etc.

PLANNING/ORGANIZATION

Ability to handle multiple projects simultaneously.

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 regularly required to sit. The employee frequently is required to sit; use hands to finger, handle or feel; and stoop, kneel, crouch or crawl. The employee is occasionally required stand and walk. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision,

color vision and the ability to adjust focus. This position has light physical activity performing non-strenuous daily activities of an administrative nature.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working conditions are well-lighted and/or air-conditioned office setting with adequate ventilation. The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Name