

ECONOMIC SECURITY CORPORATION JOB DESCRIPTION

Job Title: Energy Assistance Worker
Division: Community Development
Reports To: Emergency Assistance Coordinator
FLSA Status: Non-Exempt
Revised Date: December 26, 2018
Job Classification: Grade 3

SUMMARY

The Energy Assistance Worker processes emergency assistance applications for eligibility. Also documents all necessary income and eligibility information, and finalizes paperwork.

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

1. Enters a variety of data into computerized record keeping system in a timely and accurate manner.
2. Responsible for input of client interviews, assessments, referrals, and follow-ups on emergency assistance clients.
3. Responsible for assessing eligibility for energy assistance, collecting required documentation and completing the energy assistance application.
4. Follows up with clients by phone, letter, and in person, when necessary, to complete applications.
5. Responsible for filing and archiving applications once complete.
6. Meets minimum requirements on number of applications processed weekly as assigned by Emergency Assistance Coordinator.
7. Accurately completes weekly and months reports in a timely manner.
8. Develops professional relationships within community agencies in order to better serve low income families.

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 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

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