

## **Economic Security Corporation Job Description**

**Job Title:** LiHeap Coordinator  
**Division:** Community Development  
**Reports To:** Community Development Director  
**FLSA Status:** Exempt  
**Revision Date:** July 27, 2018  
**Job Classification:** Grade 6

### **SUMMARY**

The Emergency Assistance Coordinator is responsible for coordinating all energy and emergency programs; training division staff on all energy and emergency programs; and providing quality control of all energy and emergency program applications. The position completes reporting and data entry requirements of all of the specified and new programming that would be contained in this area.

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

1. Plans, coordinates, and trains division staff on emergency type programs.
2. Formulates training procedures and schedules for staff, utilizing knowledge of the agency and Community Development procedures and policies.
3. Works with the Community Development Director in order to develop new staff training needs.
4. Trains and answers computer software questions in areas of Microsoft Word, Excel, and other software applications.
5. Maintains and updates policies/procedures/forms for Community Development staff to follow for all emergency and utility assistance programs.
6. Reviews utility and energy assistance applications and ensures contractual compliance.
7. Provides outreach to low-income clients, assesses their needs, and refers to appropriate programs through a computerized management information system when needed.
8. Reviews required reports for accuracy in areas concerning contractual requirements.
9. Maintains program and customer files as required by contracts.
10. Participates in administration team for the statewide Management Information System.
11. Develops professional relationships with community agencies in order to better serve low-income families.
12. Completes follow-up assignments as required by program contracts.
13. Monitors spending and works within the approved program budget.
14. Completes monthly and yearly programmatic reports accurately and timely.

**SUPERVISORY RESPONSIBILITIES**

Directly supervises 5 non-supervisory staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, recommending for hiring, training employees, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**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**

Associate's degree in general business from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write information and respond to questions from managers, customers/clients, employees, regulatory agencies, or members of the community.

**MATHEMATICAL SKILLS**

Ability to add, subtract, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exists. Ability to interpret a variety of instructions furnished in written, oral or 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**

Must be able to prioritize, organize, and delegate assignments.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must have valid driver's license, have reliable transportation, and meet the Missouri automobile liability minimum requirements.

**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 and use hands to finger, handle, or feel. The employee is frequently required to reach with hands and arms; and talk or hear. The employee must occasionally stand, walk, climb or balance, and stoop, kneel, crouch or crawl. The employee regularly lifts up to 10 pounds, frequently lifts up to 25 pounds, and occasionally lifts up to 50 pounds. The employee has light physical activity performing non-strenuous daily activities of an administrative nature. The employee must have manual dexterity to reach and handle items.

**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.

Working conditions for this employee is a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation. The noise level in the work environment is usually moderate.

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Employee Signature

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Date

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Employee Name