

## **JOB DESCRIPTION**

**TITLE:** Energy Assistance Intake Specialist

**DEPARTMENT:** Energy Assistance

**STATUS:** Non-exempt

**REPORTS TO:** Energy Assistance Director

**OFFICE:** Salem, Indiana (4 days) Paoli, Indiana (1 day)

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### **REQUIRED QUALIFICATIONS:**

- High school diploma or equivalent.
- Data entry experience; proficiency in Microsoft Excel and Word.
- Time management and organizational skills with the ability to multitask.
- Strong work ethic; applicant must be dependable with the ability to manage daily operations without direct supervision.
- Ability to establish and maintain effective and cordial working relationships with co-workers, energy vendors, township trustees, and other agencies in service area.
- Public relations skills; position requires the ability to advocate for the Energy Assistance Program building mutually beneficial relationships with civic, social, and faith-based organizations.
- Ability to maintain strict confidentiality and professional boundaries with households served and co-workers.

### **POSITION SUMMARY**

- Manage day to day operations of the Hoosier Uplands Outreach Office.
- Intake for Energy Assistance applications to assist low-income households with the high cost of home energy; treating all households equitably when determining eligibility.
- Provide Energy Education to encourage and enable households to reduce their home energy needs, which may include needs assessments, counseling and assistance with energy vendors.
- Establish and maintain effective and cordial working relationships with energy vendors, apartment managers, township trustees and other agencies in service area to ensure energy security for clients.
- Schedule presentations with service clubs, schools, church groups, etc. for the purpose of conducting outreach activities that contribute towards reducing household energy use and enabling energy security.
- Assist with the delivery of other agency programs as needed.
- Assist the Section 8 Housing Program with disbursing information and promoting the program. Also work with clients bringing eligibility documentation for this program into the office.
- Maintain a professional office atmosphere; adhere to strict confidentiality while maintaining professional boundaries with all households served, co-workers, and the general public.
- Receptionist for high volume of calls requiring referral and advocacy to ensure energy security.
- This position is often the first point of contact with the agency; knowledge of Hoosier Uplands service area, programs and resources within the community is imperative for referral and advocacy of our clients.
- Opening and closing the office on time.
- Attend training and meetings as required.
- Accept other duties as assigned by supervisor.

**JOIN OUR TEAM!**

Resumes for this position only may be e-mailed to [eap@hoosieruplands.org](mailto:eap@hoosieruplands.org)