



Currently Accepting Applications

(Resume, Cover Letter and Application required)

*application to be submitted online: <https://cdcac.org/employment/>

*for questions, email employment@cdcac.org

Closing Date: Open until filled

Interviews Scheduled: Beginning September 3, 2024

Hire Date: As soon as possible

Compensation: \$20.00-\$22.00/Hourly DOE

Job title	<i>Energy Assistance Intake Specialist</i>
Job Category	<i>Full-time Hourly, Non-Exempt</i>
Reports to	<i>Director of Weatherization and Energy Conservation</i>
Supervises	<i>None</i>

Position Summary

The Energy Assistance Intake Specialist’s primary responsibilities are to perform day-to-day functions of the Energy Assistance Program. Activities include meeting with people, reviewing applications, determining eligibility, providing supportive documentation, working with energy vendors, providing conservation education and community outreach, providing interpreting and translating in English and Spanish and assisting the Director of Weatherization and Energy Conservation with other tasks as needed.

Duties and responsibilities

Primary responsibilities of the Energy Assistance Intake Specialist include:

- Implements the Energy Assistance Program according to the rules and regulations of all applicable funding sources
- Assists homeowners/renters in applying for services and ensures all financial documentation to determine eligibility is on record
- Provides interpretation and translation of English and Spanish
- Meets with people to discuss program benefits and eligibility
- Collects and reviews applications, assisting customers with the process as needed
- Determines program eligibility and follow up with applicants
- Communicates with applicants on application process and timelines
- Calculates client benefits accurately by using basic math and beginning algebra functions.
- Maintains confidentiality of all program matters
- Maintains up-to-date electronic and paper records
- Develops tools and systems for data collection and reporting
- Assists in the analysis of data
- Contribute data and relevant information for CSBG reporting in the agency-wide database.
- Provides data to the Weatherization & Energy Assistance Program Director and assists in the preparation of programmatic and financial reports

- Assists with in-kind reporting processes
- Assists with outreach efforts through appropriate methods, including websites and social media, newspapers, radio, college websites, etc.
- Professionally represents CDCAC and its programs to community partners
- Participates fully in staff meetings and training opportunities
- Provides program development and support
- Performs other duties as assigned

Qualifications

Education: High School diploma or equivalent.

Required Skills, Abilities, and Knowledge:

- Able to establish and maintain effective working relationships with a diverse group of individuals and community organizations
- Able to communicate effectively, both oral and written, in English and Spanish
- Fluent in English and Spanish required
- Basic math and beginning algebra skills
- Excellent organizational skills and attention to detail
- Effective problem solving skills
- Able to work with volunteers, other partners, and the public in a respectful, professional, and non-judgmental manner
- Able to use a computer to meet essential job functions, including managing data bases, e-mail, word-processing, and spreadsheet software
- Maintain professional knowledge and skills by attending appropriate conferences, meetings, and training opportunities related to the position
- Maintain regular attendance and perform job duties and responsibilities in a satisfactory manner
- Must have a valid Washington State Driver's License and current personal automobile insurance
- Must have a reliable means of transportation to travel throughout Washington State

Preferred Skills, Abilities, and Knowledge:

- Knowledge of Community Action programs
- Experience with programs of Community Action, or similar programs

Working conditions

The position is based in an office environment, but requires some travel that may involve up to 3 hours of driving each way, sometimes in inclement weather conditions. There is frequent contact with the public in a variety of conditions, in person and over the phone, indoors and outdoors. Some evening and weekend work may be required.

The position is approximately 32 hours per week from March through September, and 40 hours during the busy season, which is typically from October through February.

Physical requirements

The position requires frequent sitting and using computers, long periods of driving (up to 3 hours in each direction), and moderate lifting (up to 40 pounds.)

NOTE: This is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of CDCAC are expected to perform tasks as assigned by supervisory/management personnel regardless of job title or routine job duties.