

COMMUNITY ACTION PARTNERSHIP OF NORTH CENTRAL MISSOURI

JOB DESCRIPTION

JOB TITLE: Energy Services Representative

REPORTS TO: Energy Services Coordinator

SUPERVISES: None

DEPARTMENT: Community Services

SALARY GRADE: 2

REVIEW DATE: 11/15/2016

Community Action Partnership of North Central Missouri (CAPNCM) offers a helping hand to people seeking to break the bonds of poverty. We endeavor to make the community aware of the problems of the low-income. We serve as an advocate for low-income residents by strengthening communications, mutual understanding and the planning and coordination of programs designed to serve the low-income community. Our mission is to offer services to individuals to become self-sufficient by empowering them to obtain the resources needed to build strong families & communities. CAPNCM envisions a world without poverty in which all people have access to necessary resources and are treated with dignity.

JOB DESCRIPTION

The Energy Services Representative's primary responsibility is to administer the Low-Income Home Energy Assistance Program (LIHEAP) program. The manner in which s/he carries out his/her duties is important in establishing and perpetuating a positive corporate image as well as organizing LIHEAP services effectively and efficiently. In addition to the duties of accepting and processing applications and documentation for the LIHEAP program, additional duties include working on special projects for Community Services and other departments, greeting the public, operating the telephone switchboard, and clerical duties that may be assigned, as necessary.

KEY RESPONSIBILITIES

- Be an advocate for the Mission and Vision set forth by CAPNCM.
- Accept and process LIHEAP applications in a timely and accurate manner and in accordance with proper LIHEAP procedures, policies and contracts.
- Distribute proper forms to clients seeking LIHEAP assistance and retain completed forms for the program.
- Maintain good relationships with vendors and others, as necessary, to meet program requirements.
- Maintain neat and accurate files on all LIHEAP applications.
- Greet public in a pleasant manner, answering inquiries about the LIHEAP program and operations, and directing clients and callers to the proper personnel.
- Photocopy and scan proper documentation for LIHEAP applications.
- Answer and direct all phone communications for LIHEAP program in a timely and pleasant manner.
- Be well-versed in all aspects of special programs offered through Community Services as a resource to clients and staff.
- Coordinate program activities with staff in other programs and in other community agencies.
- Engage in ongoing assessment of the quality of programs and services provided.
- Communicate effectively with others, including giving and receiving feedback on the quality of programs and services.
- Attend meetings and trainings, as needed, to ascertain knowledge of contracts, programs, operations/agency goals, and coordinate programs, staff, and activities to achieve stated objectives.
- Assist with Community Services programs and projects.
- Active involvement in at least one (1) civic, educational, or service group is preferred.
- Keep work area neat and clean in appearance.
- Participate in training activities as deemed necessary by supervisor.
- Perform additional duties as assigned by supervisor

QUALIFICATIONS

- Associate's Degree preferred with emphasis on Computers, Office Skills, Business, or Social Service fields; high school diploma or equivalent and two (2) years related experience and/or training or equivalent combination of education and experience.

PREFERRED SKILLS AND EXPERIENCE

- Knowledge of CAPNCM's purpose, goals, mission/vision, policies and procedures, and resources.
- Excellent planning, organizational, analytical, and decision-making skills.
- Ability to work independently, as well as work with others as a team member.
- Exercise consistent discretion, initiative, and independent judgment.
- Ability to handle sensitive client information in a confidential, professional manner.
- Ability to actively listen, build trust and motivate, and have excellent oral and written communication skills.
- Proficiency in the Microsoft Office Suite, as well as competency when using email and the internet.
- Knowledge of database software (training to be provided), internet software, spreadsheet software, and Word Processing software.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to add, subtract, multiply, 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 to the extent needed to complete paperwork and documentation required in essential job functions.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Possess a valid, current Missouri driver's license and provide proof of insurance.

COMPENSATION

- Starting at \$10.00 per hour

BENEFITS AVAILABLE

- Paid time off (PTO)
- Holidays
- Medical
- Dental
- Vision
- Life insurance
- 403(b)
- Travel reimbursement

TRAVEL REQUIRED

- Minimal travel required.

SHIFT

- Part-time position, 25 hours per week, Monday – Thursday, hours TBD, but between 7:30am – 5:00pm.

I have read and fully understand the duties and responsibilities described in this job description.

Employee Signature

Date