

**DISTRICT XI HUMAN RESOURCE COUNCIL
POSITION ANNOUNCEMENT**

Position: Energy Bill Assistance Eligibility Specialist
Rate of Pay: \$12.00/hour
40 hrs/week
Temporary position – Approx. September through February.
Opening Date: August 2, 2017
Closing Date: Screening will begin August 14, 2017
Applications received after that date may be considered
Position is open until filled

General Purpose:

The Eligibility Specialist determines applicant eligibility for LIEAP (Low Income Energy Assistance Program) according to federal and state regulations and guidelines, educates and works with households on energy conservation, may do the paperwork for preparation of Energy Share applications and interacts on behalf of the client with other resources and vendors.

Necessary Knowledge, skills and abilities:

Knowledge of data entry and record keeping practices. Knowledge of a personal computer and entry into a database. Ability to interpret rules and regulations to make correct determinations. Interaction with applicant households and with vendors on behalf of households may be necessary.

Required minimum qualification levels, duties and responsibilities of this position as well as the necessary knowledge, skills and abilities are detailed in the job description included in the application packet.

The position is temporary and contingent upon client load. Employment in this position may require travel for programmatic and computer systems training.

APPLICATION PROCESS

Application packet, including job description, available at:

Human Resource Council Office
1801 South Higgins Avenue
Missoula, MT 59801
www.humanresourcecouncil.org

You may request the Application Packet electronically by contacting Lina at lina@hrcxi.org.

To be considered for the position, return the HRC Application for Employment and any other related information to the address above.

Human Resource Council is an Equal Opportunity Employer.
Reasonable accommodations are provided in the hiring process for persons with disabilities.

DISTRICT XI HUMAN RESOURCE COUNCIL, INC.

Department: Energy Bill Assistance	Job Description
Job Description Title: Energy Bill Assistance Eligibility Specialist	FLSA Status: Non-exempt
Accountable To (Title): Energy Bill Assistance Supervisor	Position Status: Full-time Temporary
Prepared By: Deborah Hayes, Residential Energy Services Manager	Revision Date: August 4, 2016

Job Summary:

The Eligibility Specialist determines applicant eligibility for LIEAP (Low Income Energy Assistance Program) according to federal and state regulations and guidelines, educates and works with households on energy conservation, may do the paperwork for preparation of Energy Share applications and interacts on behalf of the client with other resources and vendors.

ESSENTIAL DUTIES AND RESPONSIBILITIES AND EXPECTATIONS

A. Expectations

1. Report to work on time each scheduled day.
2. Be courteous and treat company employees, customers and the public with respect.
3. Clearly communicate questions and/or concerns to your supervisor when they arise.
4. Maintain appropriate communications with supervisors and co-workers.
5. Perform other duties as assigned, which require similar knowledge, skills and abilities.

B. Eligibility Determination

1. Review applications for LIEAP, LIEAP Emergency, Weatherization and Energy Share for completeness and verify the information provided.
2. Verify information on-line using various State of Montana database interfaces, the Northwestern Energy web interface and governmental web sites.
3. Determine program eligibility and benefits by analyzing the information provided in a timely manner.
4. Enter client data accurately into internal HRC database and external State Client Data System (CDS) to initiate payments and record case numbers.
5. Process applications uniformly by the guidelines and within the acceptable time frame.
6. In response to inquiries, explain the program benefits, and answer questions orally and /or in writing.
7. Make referrals to other programs, which can stretch household budgets. Do preliminary eligibility determination for Energy Share when appropriate.
8. Provide information to clients on energy conservation.
9. Coordinate with and/or refer to other programs as appropriate.
10. Travel as necessary to provide outreach.
11. Take call after business hours.

MINIMUM QUALIFICATIONS (KNOWLEDGE/SKILLS/EXPERIENCE/LICENSES)

Combinations of education and experience, which could provide these skills, knowledge, and abilities, may be considered.

Skills, Knowledge, and Abilities

Knowledge of data entry and record keeping practices. Knowledge of a personal computer and entry into a database.

- Ability to process data in an efficient and accurate manner. Ability to use multiple software packages effectively.
- Ability to communicate effectively both orally and in writing.
- Ability to work in a fast-paced environment while remaining organized and exercising sound judgment.
- Ability to maintain effective working relationships with other employees, agencies, clients and the general public under strict guidelines.
- Ability to interpret rules and regulations to make correct determinations.
- Ability to have empathy for low income and disadvantaged clients.
- Ability to work effectively both independently and as a team.

Licenses/Certifications

Valid Montana State Driver's License or ability to obtain one and insurable on company policy.

Supervisory Responsibilities

None

Technology Used

Personal computer, 10 key calculator, printer, copier multi-line phone, electronic timesheet and web based applications.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical and mental demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. Out of office meetings may be required.
- Hand-eye coordination is necessary to operate computers, various pieces of office equipment.
- Sitting for long periods of time, repetitive movements, reaching, bending, stretching and some light to medium lifting.
- May encounter individuals who are in desperate situations, angry and/or hostile.
- Driving may be required in all types of Montana weather.

Supervisor's Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the employees in those positions(s).

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.

I understand that DISTRICT XI HUMAN RESOURCE COUNCIL, INC. reserves the right to revise or change this job description as the need arises.

Employee Acknowledgement and Signature

Date

Printed Name