

**DISTRICT XI HUMAN RESOURCES COUNCIL  
POSITION ANNOUNCEMENT**

- Position:** Energy Programs Specialist
- Schedule:** 40 hours/week; Monday – Friday (between 8:30 a.m.-5:00 p.m.)
- Compensation:** \$14.20/hour plus an excellent benefit package that includes health, vision, dental, retirement, etc.
- Opening Date:** May 5, 2017
- Closing Date:** Screening will begin May 15, 2017. Applications received after this date may be considered. Position is open until filled.

**Job Summary:**

The Energy Programs Specialist makes determination of applicant eligibility and benefits for Heating Bill Assistance, Energy Conservation Services and Heating Emergency in accordance with the Federal Regulations and State policies. This position works with the Energy Share Local Policy Committee. Initiates all the benefit payments for the Energy Share Program and keeps accurate records of all the transactions for the program. Works to implement fund raising strategies.

**Minimum Qualifications:**

The knowledge and abilities are usually acquired through a Bachelor's Degree in Human Services/Public Administration from a four-year college or university. Combinations of education and experience that could provide these knowledge, skills and abilities will be evaluated on an individual basis.

Required minimum qualification levels, duties and responsibilities of this position are detailed in the job description included in the application packet.

**APPLICATION PROCESS**

Application packet, including job description, available at:

Human Resource Council  
1801 South Higgins Avenue  
Missoula, MT 59801

You may request the Application Packet electronically by contacting Lina at [lina@hrcxi.org](mailto:lina@hrcxi.org), call HRC at 728-3710 or download on the website at [www.humanresourcecouncil.org](http://www.humanresourcecouncil.org).

**To be considered for the position, a completed HRC Application for Employment must be returned to the Human Resource Council, 1801 S. Higgins Ave, Missoula, MT 59801.**

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

## DISTRICT XI HUMAN RESOURCE COUNCIL, INC.

<b>Department:</b> Energy Bill Assistance/ Energy Share	<b>Job Description</b>	
<b>Job Description Title:</b> Energy Programs Specialist	<b>FLSA Status:</b> <i>Non Exempt</i>	<b>Pay Grade:</b> 6
<b>Accountable To:</b> Energy Bill Assistance Supervisor & Residential Energy Services Manager	<b>Position Status:</b> <i>Full -time</i>	
<b>Prepared By:</b> Deborah Hayes, Residential Energy Service Manager	<b>New/Revision Date:</b> May 4, 2017	

**Job Summary:**

The Energy Programs Specialist makes determination of applicant eligibility and benefits for Heating Bill Assistance, Energy Conservation Services and Heating Emergency in accordance with the Federal Regulations and State policies. This position works with the Energy Share Local Policy Committee. Initiates all the benefit payments for the Energy Share Program and keeps accurate records of all the transactions for the program. Works to implement fund raising strategies.

**Expectations:**

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

**Essential Duties and Responsibilities and Expectations:**

1. Keep current on any changes in the program guidelines.
2. Accurately determine program eligibility by analyzing the information provided in a timely manner.
3. Verify information on-line using various governmental web sites and energy vendor web sites.
4. Confirm emergency with energy vendors and by interviewing client.
5. Explain programs and answer questions orally and /or in writing.
6. Present eligible applications to the Local Energy Share Committee as the client's representative.
7. Track co-payments and initiates purchase orders and claims to pay Energy Share obligations authorized by the Energy Share committee.
8. Conduct phone/voice approval from a quorum of the ES Committee in emergency situations. Make certain approval is noted and dated and then initialed at the next Local Committee meeting.
9. Negotiate with energy vendors to find the most effective means of resolving clients' energy crisis.

10. Track payments through the CDS system, and reconcile reimbursements from Energy Share to HRC database.
11. Interact with Energy Share of Montana staff as necessary to keep the program functioning efficiently.
12. Coordinate with and /or refer to other programs as appropriate.
13. Attend State and Local meetings and trainings as requested.
14. Travel as necessary to provide outreach.
15. Devise and organization fundraising events.
16. Record the profile and fundraising activity of donors on a database.
17. Ensure donors are kept informed of progress and milestones.

**Minimum Qualifications (Knowledge/Skills/Experience/Licenses/Certifications):**

- Must be able to maintain regular attendance and work scheduled hours.
- Ability to work occasional overtime.
- The knowledge and abilities are usually acquired through a Bachelor's degree in Human Services/Public Administration from a four-year college or university or combinations of education and experience that could provide these knowledge, skills and abilities will be evaluated on an individual basis.
- Knowledge of record keeping practices.
- Knowledge of a personal computer and database entry.
- 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 organize, prioritize, and exercise sound judgment in a fast paced work environment.
- Ability to maintain effective working relationships with other employees, agencies, clients, donors and the general public.
- Ability to work effectively both independently and as a team.
- Ability to interpret rules and regulations and take appropriate action for the situation.
- Ability to have empathy for low income and disadvantaged clients.
- Ability to interact with individuals and households with diverse cultural backgrounds.
- Have or have the ability to obtain a valid Montana State Drivers License and be insurable on company policy.

**Supervisory Responsibilities:**

None

**Technology Used:**

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

**Physical Demands and Work Environment:**

The physical conditions described here are representative of those that must be met by an employee to successfully perform the essential function of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations maybe made to enable individuals with disabilities to perform the essential functions. Work is performed primarily in a normal office setting; out of office meetings may be required.

Work with frequent deadlines. Hand and eye coordination is necessary to operate computers, various pieces of office equipment.

**Required Employee Tools and Clothing:**

Professional attire appropriate to an office setting.

Supervisor 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