

DISTRICT XI HUMAN RESOURCE COUNCIL POSITION ANNOUNCEMENT

Position: **Energy Programs Specialist**
Schedule: Up to 40 hrs./week; Monday – Friday 8:30am-5:00pm
Compensation: \$21.77/hour
Opening Date: July 14, 2026
Closing Date: 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/Education and Experience: The required knowledge and abilities are typically gained through a bachelor's degree in Human Services or Public Administration from a four-year college or university. Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be considered 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:

1. Apply online by going to the HRC website at www.humanresourcecouncil.org under Careers.
2. Request an application packet to be mailed or emailed to you by contacting Darlene at dmt@hrcxi.org.
3. Pick up an application from our main office at 1801 S. Higgins Ave, Missoula, MT 59801.

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/Energy Share	Job Description
Job Description Title: Energy Programs Specialist	FLSA Status: <i>Non-Exempt</i>
Accountable To: Utility Assistance Manager	Position Status: Full Time
Prepared By: Kate Jerrim Ybarra	Revision Date: 7/6/26

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.

Supervision Received:

Utility Assistance Manager

Supervision Executed:

None

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. Performs other duties as assigned.

Minimum Qualifications:

- 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 Driver's License and be insurable on company policy.

Experience and Education:

- 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.

Technology Used:

Computer equipment used in computer networking, 10 key calculator, fax, copier and multi-line phone.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions 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, but client visitations and out of office meetings are required. Hand-eye coordination is necessary to operate computers, various pieces of office equipment.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal office setting with considerable travel for meeting attendance.

Required Employee Tools and Clothing:

Professional attire appropriate to an office setting.

Selection guidelines:

Formal application, rating of experience; oral interview and reference check; job related tests may be required.

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