

DISTRICT XI HUMAN RESOURCE COUNCIL POSITION ANNOUNCEMENT

- Position:** Energy Bill Assistance Eligibility Specialist
- Schedule:** Up to 40 hours/week; Monday – Friday (between 8:30 a.m.-5:00 p.m.)
This position is seasonal (approximately from September through April).
and contingent on client load.
- Compensation:** \$20.17/hour plus an excellent benefit package that includes health, vision, dental, retirement.
- Opening Date:** 8/10/26
- Closing Date:** Position is open until filled.

Job Summary:

The Eligibility Specialist determines applicant eligibility for LIHEAP (Low Income Home 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.

Minimum Qualifications:

Knowledge of data entry and record keeping practices. Knowledge of a personal computer and entry into a database. Ability to follow 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. Employment in this position may require travel for programmatic and computer systems training.

APPLICATION PROCESS

1. Apply online by going to the HRC website at www.humanresourcecouncil.org, select 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	Job Description
Job Description Title: Energy Bill Assistance Eligibility Specialist	FLSA Status: Non-exempt
Accountable To: Utility Assistance Manager	Position Status: Full-time seasonal
Prepared By: Lisa Schindler, Utility Assistance Manager.	Revision Date: July 12, 2023

Job Summary:

The Eligibility Specialist determines applicant eligibility for LIHEAP (Low Income Home 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 LIHEAP, LIHEAP 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 eligibility system 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.

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

Combinations of education and experience, which could provide these skills, knowledge, and abilities, will be evaluated on an individual basis.

- Must be able to maintain regular attendance and work scheduled hours.
- 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 organize, prioritize, and exercise sound judgment in a fast paced work environment.
- Ability to follow rules and regulations to make correct determinations.
- Ability to have empathy for low income and disadvantaged clients.
- Ability to interact with individuals and households with diverse cultural backgrounds.
- Ability to work effectively both independently and as a team.
- Ability to work occasional overtime.
- 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, scanner.

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.

Required Employee Clothing:

Professional attire appropriate to an office setting.

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