

# COMMUNITY ACTION PARTNERSHIP

## JOB DESCRIPTION

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**TITLE:** Intake Worker/Reviewer

**EXEMPT/NON-EXEMPT:** Non-exempt, temporary seasonal position

**REPORTS TO:** Energy Program Manager

**ISSUE DATE:** 08/20

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### **GENERAL POSITION SUMMARY:**

Under the supervision of the Energy Program Manager, the Energy Assistance Program Intake Worker/Reviewer is responsible for application intake and review for LIHEAP. In addition, the Intake Worker/Reviewer may be responsible to provide outreach to low-income residents of the service area at locations other than the multi-service center. This is a temporary position filled for 2-5 months during the height of the energy assistance season. Hours will vary from part time (20 hours per week) to full time (40 hours per week.)

### **ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:**

- Develop a comprehensive understanding of LIHEAP guidelines and application intake and reviewing procedures;
- Provide application intake on CAP's database for qualified LIHEAP program participants;
- Talk with clients and collect data to determine program eligibility based on application and documentation; manage difficult or emotional customer situations; respond promptly to customer needs;
- Listen and gain clarification; present numerical data effectively and correctly as well as review energy assistance applications for completeness, accuracy, and necessary documentation;
- Prioritize and plan work activities; use time efficiently; forward completed applications to the data entry aide in a timely manner;
- Maintain a good working relationship with co-workers, funders, energy vendors and other organizations relevant to the energy assistance program;
- Maintain confidential records and information pertaining to program participants;
- Maintain regular and reliable attendance to insure office coverage;
- Perform other work projects as assigned.

### **SECONDARY FUNCTIONS:**

- Quality - demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; Applies feedback to improve performance; monitors own work to ensure quality.

### **JOB SCOPE:**

CAP implements a seasonal low-income energy assistance program (LIHEAP) designed to provide one-time payments to energy vendors on behalf of qualified program participants.

### **SUPERVISORY RESPONSIBILITIES:**

None

### **INTERPERSONAL CONTACTS:**

- The person functioning in this role serves as an advocate for CAP.
- It is the expectation of CAP that all employees treat clients and all staff members with respect and consideration.
- Employees are expected to keep their supervisor informed of issues, questions, or concerns that may arise or come to their attention about CAP. Such issues, etc. may come to employees from clients, community members, or co-workers while performing their duties.

## Requirements by Percentage of the Workday

<b>Physical Requirements</b>	0-10%	10-25%	25-50%	50-75%	75-100%
Sitting				X	
Lifting	X				
Standing	X				
Walking		X			
Running	X				
Bending/Crouching		X			
Kneeling/Crawling	X				

### **Lifting weight**

Less than 10#	X				
10-25#	X				
25-50#	X				

<b>Environmental Exposure</b>	0-10%	10-25%	25-50%	50-75%	75-100%
Hot	X				
Humid	X				
Cold	X				
Wet/Damp	X				
Machinery*	X				
Risk of burns/chemical exposure	X				
Outside elements (sun, rain, etc)	X				
Loud (above normal class level)	X				

\*Machinery: Working on machinery, running machinery, exposure to vibration, spinning shafts, blades, belts, boilers, blowers etc.

### **SPECIFIC JOB SKILLS:**

Ability to effectively communicate with clients, staff, and vendors. Experience working with computers and has ability to follow program guidelines to meet requirements for LIHEAP. Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events. Ability to identify and resolve problems in a timely manner.

### **MINIMUM QUALIFICATIONS:**

Education: High School Diploma or GED equivalent. Prefer experience working with public and in a fast-paced environment. May require valid driver's license.

### **Additional Requirements**

**Math Requirement:** Good math skills, ability to use formulas, 10-key, calculator and read and input into databases and spreadsheets.

**Language Requirement:** Able to read and interpret written rules and regulations.

**Reasoning:** Ability to follow instructions and read and apply program guidelines.

**This job description is not a contract for employment. Duties may be modified or adjusted at the Administration’s discretion to meet the agency’s changing needs. The employee is expected to do other duties as assigned, which obviously fall within the scope of this job. The Community Action Partnership is an “At Will” employer. In accordance with Federal law, CAP does not discriminate on the basis of race, color, national origin, sex, age, disability, or sexual orientation.**

**I have read and understand the duties and expectations of this position and commit to carrying them out to the best of my ability for as long as I hold this position with Community Action Partnership.**

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Employee’s signature                      DATE

**I have gone over this job description with this employee**

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Supervisor’s Signature                      DATE