

EMPLOYMENT OPPORTUNITY

Energy Program Service Screener (Burlington, WA)

Under the direction of the Energy Program Manager and Coordinator, the Screener performs initial screening of applicants and scheduling of appointments for the Low-income Energy Assistance Program. The Screener provides clerical support to the Energy Program Specialists and covers the main agency reception line when needed.

This will be a full time position at 37.5 hours per week.

JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Answers phones, greets and screens clients, schedules appointments, and responds to inquiries regarding the Energy Program.
2. Assists online and in-person clients in completing the Energy Assistance application.
3. Performs brief client assessment and provides referrals to other programs and resources as needed.
4. Performs appointment confirmation calls at 10-day and 1-day intervals.
5. Organizes and maintains daily intake forms for Energy Program Specialists.
6. Provides basic home energy conversation education through printed flyer/brief review with clients.
7. Enters client information into multiple agency databases.
8. Provide clerical support functions for Energy Program Specialists at the direction of the Energy Program Manager.
9. Provide coverage for main agency reception line and desk when needed.
10. Cooperates with Community Action staff and other community resources to assist clients with energy emergencies.
11. Participate in agency staff meetings and trainings, as required.
12. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- High School Diploma or GED/HSE minimum required.
- Previous customer service experience preferred.

(Or a combination of education and experience providing the knowledge, skills, and abilities to successfully perform the work)

License(s) & Certification(s)

- Must have valid driver license and auto liability insurance if personal vehicle is used for work-related travel.

Skills and Abilities

- Bilingual (Spanish/English) preferred; additional languages helpful.
- Basic clerical skills (filing, math, calculator, data entry, legible writing) required.
- Work independently, and as a team member; self-motivated.
- Strong organization and time management required, with ability to multi-task.

- Excellent customer service skills.
- Proficient in Microsoft Office Suite applications, including Excel, Word, Access, PowerPoint, Publisher and Outlook programs.
- Must have strong and effective communication skills (oral and written).
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine) is needed.
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.

COMPENSATION AND BENEFITS:

Starting wage between \$15.21 - \$16.80 per hour (DOE)

Benefits include:

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan (3% Employer Match)
- Employee Assistance Program
- Voluntary supplemental Cafeteria 125 Plan
- Paid Sick and Vacation Leave
- 12 Paid Holidays per year
- Health club discounts

(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)

TO APPLY:

Qualified candidates are encouraged to apply by providing **ALL** items requested. Please submit the following:

(1) Community Action Application (2) Resume (3) Letter of Interest.

Application Packets should be submitted to: **employment@communityactionskagit.org**

You can find all job announcements and apply online on our website at www.communityactionskagit.org

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer. Should you require accommodation in the application process, please contact our HR Department.
