

EMPLOYMENT OPPORTUNITY

Energy Intake Specialist I

Under the direction of the Energy Program Manager and Coordinator, the Energy Intake Specialist I provides assistance and support to individuals applying for energy assistance.

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

JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Screen clients for service eligibility.
2. Schedule appointments.
3. Gather documentation and complete applications with clients.
4. Respond to inquiries regarding energy program.
5. Maintain client information in computer database.
6. Refer individuals to other local resources as needed; provide basic home energy weatherization and conservation education.
7. Cooperate with Community Action staff and other community resources in assisting clients with energy emergencies.
8. Assist in resolving client complaints or disputes.
9. Participate in agency and staff meetings; attend annual energy training conference.
10. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- High School Diploma or GED/HSE minimum required.
- Minimum six-months to one-year experience working and establishing positive relationships with the general public.

(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.
- Ability to learn and use agency databases, such as Docuware, VMWare, EmpowOR.
- Attention to detail is a key requirement.
- Strong organizational skills and ability to multi-task.
- 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: \$16.91 - \$18.66 per hour (DOE)

Benefits include:

- Medical & Dental Insurance (including Rx and Vision)
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan (3% Match)
- Employee Assistance Program
- Voluntary supplemental Cafeteria 125 Plan
- Paid Sick Leave, Vacation, 12 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.
