

UTILITIES INTAKE SPECIALIST-HEAP

REPORTS TO: Utilities Manager

SCOPE

Under the administrative direction of the HEAP Manager the Utilities Intake Specialist will provide services to consumers in utility crisis by;

- Conducting face to face interviews with customers seeking assistance with utility bills
- Preparing and maintaining client files and all correspondence in an accurate and timely manner
- Providing outreach to home bound customers and travel to community sites as needed
- Providing utility and energy education and referrals as necessary
- Completing administrative duties required as needed

Qualifications:

- Associates Degree preferred in social service field OR equivalent work experience in the social service field
- Minimum 2 years experience working with the public in a social service environment, involving interviewing, collecting, organizing, analyzing and interpreting complex data.
- Ability to demonstrate strong oral/written communication and interpersonal skills
- Heightened developed ability to problem solve in crisis situations
- Strong ability multi task in a fast pace environment
- Proven ability to resolve conflict both over the phone and face to face
- Ability to work independently with little supervision
- Ability to demonstrate basic math skills

Duties and Responsibilities

- Interview and determine eligibility for multiple utility programs; follows program guidelines; collect and enter data, compute financial budgets; verifies eligibility documentation. Prepare and scan documents to the case files including changes affecting eligibility; notify participants of any changes in assistance or services.
- Prepare routine correspondence; case summaries and reports.
- Explain CHN's available services and programs to individuals and families in order to impact current crisis and/or meet their needs as well as provide community referrals.
- Provide outreach to home bound customers and travel to community sites for intake as needed.
- Attend trainings, meetings, and information sharing sessions.
- Performs other related duties as assigned

If you are interested and meet the qualifications for this position please submit your cover letter and resume to Sandra Prokop in Hr via email at sdurda@chnnet.com or via mail at 2999 Payne Ave Suite 306 Cleveland, Ohio 44114.

M/F/V/D -- EOE