



ANOKA COUNTY COMMUNITY ACTION PROGRAM, INC.

1201 89th Avenue NE • Suite 345 • Blaine, MN 55434
Phone 763-783-4747 • FAX 763-783-4700 • Website: www.accap.org

JOB DESCRIPTION

Position Title: Energy Assistance Program (EAP) Lead

FLSA: Non-Exempt

Class Title: Program Technician

Range: 4

Reports to: Energy Programs Coordinator

Position Requirements:

Education and Experience: Associate's degree (A.A.) or equivalent in Human Services or Business Management from a two (2) year college or technical school; one (1) to three (3) years related experience; or equivalent combination of education and experience; or demonstrated capability to perform the job duties.

Licenses Required: None.

Certifications Required: None.

Background Investigation Required: None.

Knowledge: State Energy and Emergency Intake and Outreach programs, operations, policies, regulations and procedures; Social Service agencies and services they provide, computer software programs, Microsoft Word, Excel. Bilingual preferred.

Abilities: Communicate orally and in writing; coordinate, organize, prioritize work; maintain appropriate records. Ability to work with minimum supervision and maintain customer and employee confidentiality. Ability to work effectively with individuals from diverse cultural and economic backgrounds.

Skills: Read, interpret and execute program procedures; calculate figures for client served; write correspondence and present; resolve client issues by using problem solving skills; modern office procedures and practices. Computer skills using Laserfiche and Microsoft Office products.

Duties and Responsibilities:

Under the direction of the Energy Assistance Program Coordinator, act as a point person in the absence of the EAP Coordinator, responsible for the implementation of receiving and processing Energy Assistance Program applications. Review applications for completeness of information and income verification; determine eligibility for complete EAP applications; review daily applications needing information; prepare and send request for applications needing information; file information as received; prepare and send denial letters to households; work with difficult clients and resolve problems; process Crisis requests; process energy related repair requests and work with program related vendors. Maintain client information in accordance with applicable data privacy laws and regulations. Maintain clerical work flow, office files and application phone line; operate routine office equipment and word processing software; maintain filing system; keeps information current and retrievable; service inquiries from public; purge files; prepare and scan files into document imaging system; coordinate referrals and activities with various Social Service and related agencies; attend Energy and agency related meetings; assist in fundraising projects. Develop and conduct agency outreach activities and assist in cross-training of staff. Must be able to be on call after hours, weekends and holidays, as needed to assist with emergency clients. Performs other related duties as assigned.

Essential Job Functions:

Normal office procedures, able to lift and carry 30 pounds safely, sitting in a chair or standing for extended periods of time, repetitive upper body movement including twisting, turning, and utilizing arms, hands, and fingers on phone system, keyboarding, and sorting mail, extended visual contact with computer monitors. Must be able to be on call, as needed to assist with emergency clients. Must be able to communicate effectively with clients and employees throughout building.

Posting Date: September 24, 2021

Location: Blaine, MN

Closing Date: Until Filled

Supervisor: D. Miller

Status: Permanent/FT

Starting Salary: \$16.78 - \$18.46/hr DOQ

Benefits: Medical, Dental, Vision, Life, Disability, HSA, Vacation, Sick, Holiday, 403B, Section 125

To receive an employment application, go to www.accap.org.