



POSITION DESCRIPTION

Position Title:	Energy Intake Worker (Temp)
Department:	LIHEAP
Division:	Program Operations
Office Location:	PCA Offices, Partner Sites
Supervisor's Title:	Energy Coordinator
Primary Contacts:	LIHEAP Clients
Travel Requirements:	N/A
Primary Work Environment:	Office Environment

Position Objectives:

Energy Intake Worker is responsible for the daily intake of information pertaining to the Low Income Home Energy Assistance Program (LIHEAP). The position is required to perform other tasks as they relate to the program. The Energy Intake Worker must be able to maintain client confidentiality, as well as exhibit a high customer service standard.

Essential Job Functions: Core Job duties and responsibilities. Other duties may be assigned.

- Complete applications for LIHEAP and SCANA, along with additional forms needed to assist clients with their needs.
- Collect the required documents, and calculate income to determine if the client is within the guidelines of DHS.
- Maintain confidentiality of all office records and information at all times.
- Possess a strong working knowledge of general mathematics, reading, and grammar.
- Must be willing to travel when necessary to conduct home visits, or assist other sites with intake.
- Must be willing to perform other duties as assigned by the Program Coordinator.
- Maintain a valid Georgia Driver's License with a registered, insured, reliable vehicle is preferred.

Knowledge, Skills, and Abilities (KSA's) Requirements:

- High School diploma or equivalent
- Minimum 1 year office experience.

- Professional demeanor.
- Outstanding interpersonal skills.
- Excellent oral and written communication skills.
- Must have the ability to exercise sound judgement, open communication, and courtesy in performing assigned duties.
- Must exercise confidentiality with client information.
- Must be task oriented and able to meet day to day program goals.
- Organization and an eye for detail is a must.
- Ability to work effectively and harmoniously with other staff members. And hold the agency in high regard.

Physical Demands:

The physical demands listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities as defined in the ADA to perform the essential job functions.

While performing the duties of this job, the employee is required to have certain physical abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stopping, pushing, pulling, lifting (up to 25lbs) using hands to fingers, handing, or feeling objects, tools, or controls, talking, and hearing. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus.

Signatures:

Employee

Supervisor

Division Head

Human Resources Manager