

**Full description and mandatory application here:** <https://caofseia.org/employment/>

**Processing Specialist:** 40 hours weekly in Burlington. Successful candidate should have minimum of Associates Degree in a Business related field or 5 years of related work experience taking applications, including mathematical calculations and data, or combination of college and experience. Must be **very** detail oriented, organized and have excellent computer (including Excel spreadsheets) and communication skills. Must be able to work with low-income clients. Wage is \$ 13.38/hr plus complete benefits, including health insurance. Post offer, pre-employment criminal background check, drug testing required. Submit required, completed Agency application to: Community Action of Southeast Iowa, 2850 Mt. Pleasant Street, Suite 108, Burlington no later than 4:00 p.m. Tuesday, November 17, 2020. Applications available at any Agency center or online at [www.caofseia.org](http://www.caofseia.org) Affirmative Action/Equal Opportunity Employer

## **Community Action of Southeast Iowa** **Job Description**

**Job Title:** Processing Specialist  
**Department:** Energy Assistance  
**Reports to:** Low-Income Home Energy Assistance Program (LIHEAP) Coordinator

**Summary:** Responsible for contractual compliance of participant applications, clerical and secretarial duties for the Energy Assistance program and assisting at Centers in the role of a Family Development Specialist.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Maintain confidentiality.
2. Must maintain a good rapport with utility vendors and have excellent communication (written and verbal) skills with vendors.
3. Verify accuracy, authorize payment or deny assistance, and assure contract compliance for every application in a timely manner.
4. Take applications for Low Income Heating & Energy Assistance Program (LIHEAP) as needed at Neighborhood Centers.
5. Prepare files for annual audit and periodic monitoring visits.
6. Have proficient computer skills using Microsoft Office programs including Outlook, Word, Excel, and document scanning.
7. Assist Family Development Specialists by providing answers to questions and solving problems.
8. Provide energy payment guarantee for clients facing disconnect or requiring an immediate delivery.
9. Authorize payments from Project Share and the Crisis component of the Energy Program when the Program Coordinator is not available.
10. Maintain inventory records. Purchase and organize program materials necessary for the Family Development Specialists.
11. Assemble appropriate material, including LIHEAP Procedures Manuals and assist with arrangements for all Energy Program trainings, including use of a computer lab when applicable.
12. Organize participant applications by category, prepare letters to those qualifying automatically, and assemble their files and follow-up with clients when necessary.
13. Assist Program Coordinator with program tasks.
14. Serve as an advocate for low-income families
15. Assist at Centers as a Family Development Specialist with client emergency assistance, assess client needs and develop goals.
16. Must be knowledgeable of the Community Services Block Grant (CSBG) plan and outcomes.
17. Be familiar with all programs offered by Community Action.
18. Model professional behavior and dress code.

**SUPERVISORY RESPONSIBILITIES:** This position has no supervisory responsibilities.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Prefer employee have an Associate's Degree in a business related field. Should have a minimum of five (5) years' work experience with client applications or data.

**LANGUAGE SKILLS:** Ability to read and interpret state and federal regulations including procedures manuals and contracts. Ability to write reports and business correspondence. Be able to effectively present information and respond to questions from clients from a diverse population, as well as staff members.

**MATHEMATICAL SKILLS:** Strong math skills including collecting and organizing financial data. Ability to accurately calculate figures and amounts, such as income verifications in comparison to the Federal Poverty Guidelines, energy assistance grants, supplemental grants, percentages, and fuel costs.

**COMPUTER SKILLS:** Proficient with computer operations working with Windows, Microsoft Office programs including Word, Excel, PowerPoint, Access and Publisher; the use of email and the internet. Have the ability to learn client tracking software. Employee should have data entry experience.

**REASONING ABILITY:** Ability to accept and accurately follow instructions furnished in written, oral, diagram or schedule form and follow all proper procedures. Need to have a good understanding of the Energy Assistance program's process and goals. Ability to solve practical problems and deal with a variety of concrete variables in situations.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Must have a valid driver's license. Upon hire, must begin educational requirement of Family Development Certification and complete this certification within one year of hire date.

**OTHER REQUIREMENTS:** Must have strong organizational skills, accurate keyboarding skills and be very detail oriented. Must have experience in operating office equipment including computer, calculator, copy machine, fax machine and telephone. Must maintain client confidentiality at all times; maintain professionalism, and have a pleasant telephone manner. Upon hiring, review and sign the Code of Ethics; be supportive of the Agency's mission statement. Work as a team member with all center staff (all programs) to serve participants in a quick and positive manner.

**PHYSICAL DEMANDS:** The physical demands 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 to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand and walk. Worker must be able to work in a range of sitting, standing, bending, and kneeling positions. Worker must be able to complete work following accepted safe work practices. Ability to lift twenty five (25) pounds on an occasional basis. Employee may be required to load and unload supplies and equipment, and put materials in storage. Must be able to travel to Centers in the four county area and fill in for Family Development Specialists as needed.

Must have a pleasant telephone manner, clear speaking voice, and ability to hear incoming calls in an occasionally loud work environment. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may

be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.