



METRO WEST
COMMUNITY DEVELOPMENT ORGANIZATION

HEAP INTAKE SPECIALIST JOB DESCRIPTION

REPORTS TO: Managing Director

SUMMARY: The HEAP Intake Worker is responsible for conducting face-to-face interviews and assisting HEAP clients with the application process and providing exceptional customer service and meeting program goals. Duties include, but are not limited to, the following:

RESPONSIBILITIES:

- Conduct face-to-face interviews with customers seeking financial assistance for utility bills.
- Assist clients with the intake process
- Review client documents to ensure program guidelines are met
- Respond to HEAP inquiries
- Communicate application status
- Educate clients on utility affordability programs
- Make contact with utility companies to assure continuation or re-establishment of energy service.
- Assist customers with PIPP and regular HEAP applications.
- Assist with transfer of files to and from the main HEAP office.
- Process utility company payments.
- Provide information and referral to community, resource programs and services as appropriate
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

- High school diploma, some college preferred
- Two years' experience in social service, or neighborhood development
- Leadership and team building skills
- Availability and willingness to work flexible schedule including evenings and weekends; local travel and some out-of-town travel required
- Ability to work with people of all racial, ethnic and income backgrounds
- Self-motivation and an ability to work toward objectives with minimal supervision
- Ability to work long hours some days and attend meetings on evenings & weekends
- Strong written and verbal communication skills and an ability to "think on your feet"
- Ability to work independently with minimal supervision
- Excellent writing skills and proficiency in preparing written reports and business correspondence
- Excellent oral communication and public speaking skills
- Computer proficiency including Word and Excel and use of the Internet
- Driver's license, insurance, and automobile in good condition
- Excellent customer service and interpersonal skills/follow-up skills
- Must be detailed oriented

PREFERRED QUALIFICATIONS:

- Previous HEAP experience preferred.
- Bachelor's degree (or equivalent work experience)



- Ability to speak Spanish

PHYSICAL DEMANDS

Ability to operate a computer and keyboard. Ability to operate a motor vehicle or equipment. May require reaching, standing, walking, fingering, grasping and feeling, and the ability to lift or move objects up to 20 pounds. May require vocal communication for expressing or exchanging ideas, hearing to perceive information at normal spoken word levels, visual acuity for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

WORKING CONDITIONS

Availability for extended hours during peak periods and attendance at evening and week-end meetings. Exposure to inside and outside environmental conditions. The office is located in a smoke-free facility.

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Detroit Shoreway Community Development Organization. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.

EQUAL OPPORTUNITY

Detroit Shoreway Community Development Organization is an Equal Opportunity Employer.

COMPENSATION

- Full time position
- \$34,550 annual salary
- Holiday pay including New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Friday after Thanksgiving, and Christmas Eve thru New Year's Day.
- Employer contribution to 403(b) retirement program. Employer will provide a 50% match to the Employee's contribution up to a maximum of 3% of the employee's annual salary.
- Competitive health insurance offered with employer contribution.
- Paid time off accrued at the rate of once day per month during the first year of employment, then 18days beginning the second year of employment.
- Long term disability benefits,

Please e-mail, fax, or mail cover letter and resume immediately to:

Keisha M. Gonzalez, Managing Director
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***No phone calls please**