

JOB DESCRIPTION

Tallatoona Community Action Partnership, Inc.

JOB TITLE: Energy Assistance Case Manager
CLASSIFICATION: Seasonal/TBD
FLSA STATUS: Non-Exempt
OFFICE LOCATIONS: Bartow HRDC, Cobb Energy, Douglas HRDC,
Floyd HRDC, Gordon HRDC, Haralson HRDC,
Paulding HRDC, Polk HRDC
(Travel within eight (8) county services area is required)

General Description

The Energy Assistance Case Manager/Call Center Representative is a temporary position with dual responsibilities. As a Call Center Representative the responsibilities include answering incoming calls in a timely manner, scheduling appointments, maintaining appointment logs and providing customers with the information and assistance they are seeking. As an Energy Assistant Case Manager the responsibilities include processing energy assistance (LIHEAP) applications and determining eligibility.

Job Duties and Responsibilities

Complete client LIHEAP application and determine eligibility for LIHEAP

Schedule appointments and inform customers what to bring to appointment; greet clients and visitors and ensure clients are signed in appropriately.

Answer incoming call center calls in a courteous manner; log all telephone calls and take messages as Necessary.

Maintain neat work area and ensure a professional atmosphere at all times.

Works when scheduled and requests and uses leave appropriately.

Adheres to all agency/office policies and procedures and perform other duties as assigned.

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Knowledge, Skills and Abilities

Must be able to communicate sensitively and effectively with individuals of diverse socio-economic and cultural backgrounds.

Strong attention to detail and accuracy required.

Must be able to communicate effectively both orally and written

Customer service orientation and good listening skills required.

Demonstrated organizational skills and legible handwriting is a necessity.

Must be a Team player with problem solving skills.

Education and Experience

Must have a high school diploma or GED equivalency.

Must be able to meet attendance policy of the corporation

Must possess good telephone skills

Must pass Pre-employment Drug Screen and Criminal Background Check

Position requires working within 8 county service area so reliable transportation is essential.

Education and Experience

High School Diploma/GED

3 years' clerical and customer service experience required.

Demonstrated computer and office skills required

Work Environment

This job operates in an office environment. This role routinely requires interactions staff, clients and vendors. Requires use of standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

Must be able to clearly communicate verbally. Must be able to drive and travel between different counties as required. Must be able to complete administrative duties to include reading, talking, sitting and standing for

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blocks of time. Must be able to lift and move paperwork and files, up to 20 pounds. While performing the duties of the job the employee is regularly required to walk, climb steps, sit, use hands to move objects/operate keyboards, reach with hands and arms, stoop, kneel, crouch, speak and hear. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions,

Equal Opportunity Employer:

Tallatoona Community Action Partnership, Inc. is an Equal Opportunity Employer. Tallatoona Community Action Partnership, Inc. does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, disability, religion, national origin or any other basis prohibited by applicable law. Hiring, transferring and promotion practices are performed without regard to the above listed items.

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