

JOB CATEGORY: Energy Services Specialist
Job Description: Utility Services Eligibility Specialist
FLSA STATUS: Non-Exempt
CLASS: 500

PROGRAM DESCRIPTION

Energy Services administers programs that provide essential services to low-income households throughout the Texoma Region. These programs include the Comprehensive Energy Assistance Program (CEAP), which provides utility assistance to eligible households; the Weatherization Assistance Program (WAP), which improve home energy efficiency; and the Community Services Block Grant (CSBG), which supports services that promote self-sufficiency and address barriers to economic stability.

SUMMARY OF POSITION

The Utility Assistance Eligibility Specialist performs eligibility determination work for the Comprehensive Energy Assistance Program involving reviewing eligibility files, interviewing clients, documenting client information, determining benefits, verifying case data, and explaining program benefits and requirements.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: CEAP Program Manager
2. Directs: May direct other staff and/or interns and volunteers.
3. Other: Collaborate with COG staff, federal, state, and local agencies and officials, COG Governing board, Executive Director, and the general public.

ESSENTIAL DUTIES

The essential duties of this position include but are not limited to the following performance measures:

1. Interpret federal, state, and local regulations. Implement policies and operating practices related to specific program assignments;
2. Interview clients or authorized representatives to gather information necessary to determine eligibility for assistance program;
3. Obtain, verify, and calculate income, resources, and other required information to determine financial eligibility for the Comprehensive Energy Assistance Program (CEAP);
4. Certify program eligibility, compute benefit levels, and determine periods of eligibility;
5. Process and calculate changes to client benefits, including refunds from utility providers and reallocation of benefits to new service providers;
6. Process, monitor, review, and communicate case status and changes to clients or authorized representatives;
7. Perform client intake services at TCOG offices and approved off-site locations;
8. Review utility billing statements and related documentation to determine service needs and benefit eligibility;
9. Provide utility companies with accurate information necessary to process client benefits and payments;
10. Advocate and behalf of clients with utility providers regarding deposits, fees, payment arrangements, and available services;
11. Refer eligible households to Weatherization Assistance, CSBG, and other community resources and services;
12. Establish and maintain effective working relationships with service providers, community partners, and other stakeholders;
13. Maintain accurate, complete, and confidential client records in accordance with agency policies, program requirements, and applicable regulations;
14. Ensure accurate and timely data entry of client demographics, program services, and benefit payments;
15. Maintain client confidentiality and comply with all agency protocols regarding the protection of sensitive and personally identifiable information;

16. Explain program benefits, requirements, responsibilities, and appeal rights to clients and authorized representatives;
17. Handle client complaints and assist in resolving issues with clients and service providers in a professional and timely manner;
18. Help ensure visitors and callers are promptly greeted, acknowledged, and directed appropriately;
19. Maintain client appointment schedules and other assigned program calendars;
20. Assist with the maintenance of office supplies and equipment necessary to carry out program operations;
21. Assist in conducting community outreach activities and promote awareness of available agency programs and services;
22. Attend training sessions, meetings, conferences, and professional development activities as required;
23. Participate in short-range and long-range program planning activities;
24. Perform other duties and responsibilities as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must have knowledge or ability to learn and interpret federal and state rules and regulations related to assigned programs; sound budgetary practices, and client interview techniques. Must be able to understand, apply, and communicate rules, regulations, and guidelines prepared by state and federal agencies related to assigned programs. Must be able to establish and maintain effective working relationships with supervisors, co-workers, program participants, service providers, and the general public. Must demonstrate proficiency in both written and oral communication. Must exhibit excellent computer skills including Word and Excel in a Microsoft Windows environment. Must be able to analyze and interpret data and identify problems and provide solutions. Must demonstrate a high level of professionalism and maintain a positive attitude. Must have capacity to work in a multi-task work environment, either independently or as part of a team.

EXPERIENCE AND TRAINING

Bachelor's Degree in business, public administration, social sciences, psychology, sociology, social work or a related field plus at least one year of related experience is preferred. Equivalent combination of experience and training that provides the required knowledge, skills, and abilities for the position may be considered in lieu of Degree.

CERTIFICATES AND LICENSES REQUIRED

Appropriate driver's license or available alternate means of transportation.