



Cincinnati-Hamilton County Community Action Agency

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JOB DESCRIPTION

POSITION TITLE: HEAP Lead Intake Technician **FLSA STATUS:** Non-Exempt
DEPARTMENT: Community Services **PAY GRADE:** (5)
DIVISION: HEAP
HIRING RANGE: \$11.80 - \$14.45 per hour
WORK HOURS: 8:00a.m. – 5:00p.m., 80 hours bi-weekly, requires evenings and weekends

LOCATION: Cincinnati-Hamilton County Community Action Agency (C-HCCAA)
1740 Langdon Farm Road
Cincinnati, Ohio 45237

POSITION SUMMARY:

Assists management with supervision of HEAP intake services. Serves clients through assisting with the completion and efficient and timely processing of applications for the Home Energy Assistance Program, while ensuring compliance with local, state, and federal laws and regulations and CAA policies.

ESSENTIAL JOB FUNCTIONS:

Under General Supervision:

1. Assists management with staff supervision of completion of client applications for the Home Energy Assistance Program (HEAP).
2. Assists management with staff training and on-going coaching.
3. Computes client income for eligibility determination, using state criteria.
4. Travels to outreach sites to administer the program to clients in the area.
5. Verifies client utility bill status via communication with the local utility company.
6. Assists clients with making payment arrangements for outstanding utility bill balances.
7. Approves initial payment to utility company on clients' behalf. Communicates approval of bill payment to utility in a timely manner, to prevent disconnection order.
8. Prepares daily C-HCCAA transmittal sheet that includes all applications processed.
9. Ensures that client folders contain all required or necessary documentation for subsequent transmittal to C-HCCAA HEAP main office and assist with records compliance.
10. Inputs accurate and compliant applicant and payment information into OCEAN system.
11. Provides quality customer service that includes efficient, precise, and courteous communication.
12. Maintains a good level of attendance.
13. Performs other duties as assigned.

WORK ENVIRONMENT:

Typical office environment, with minimal exposure to excessive noise or adverse environmental issues.



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QUALIFICATIONS AND REQUIREMENTS:

The incumbent must have:

1. Associate degree required in the field of Business, Management, Social Work, and Human Services. A combination of education and experience will be considered.
2. Four (4) years experience in HEAP.
3. Two (2) years of customer service experience.
4. Two (2) years of alpha and numeric data entry experience.
5. Ability to work well and lead others.
6. Proven experience working with the public on an individual basis.
7. Experience in supporting families in crisis, including those of a financial nature.
8. Knowledge of Home and Energy resources within Cincinnati and Hamilton County.
9. Effective written and oral communication, organizational, and interpersonal skills.
10. A valid driver's license and proof of insurance required for usage of agency vehicles.
11. Proficient computer experience in Microsoft Office Software Applications.
12. Experience working with a diverse population, including low to moderate-income families.
13. Demonstrated ability to multi-task, prioritize duties and meet deadlines.
14. Ability to meet the following physical requirements with or without reasonable accommodation:
 - a. Use hands to manipulate, handle, feel, and control items or equipment;
 - b. Talk and hear;
 - c. See and be able to read, write, and interpret written documents;
 - d. Lift and move objects weighing up to 15 pounds.

ORGANIZATIONAL STRUCTURE:

Reports to: HEAP Intake Technician Coordinator

Manages: None

Cincinnati-Hamilton County Community Action Agency is an Equal Opportunity Employer. The Functions, Qualifications, Requirements and Physical Demands listed in this job description represent the essential functions of the job, which the incumbent must be able to perform either with or without reasonable accommodation. The listed Job Functions do not necessarily include all activities that the incumbent may perform.