



IMPACT Community Action Job Description

Title: Emergency Assistance Representative I

Job Summary: Works directly with customers on an individual basis and/or provides program and general Agency information via telephone and in person. Verifies and processes customer information to determine eligibility for private, state and federally funded programs. Identifies additional customer needs and makes recommendations for referrals to additional programs. Provides customer education on a variety of topics.

Reports to: Program Manager, Emergency Assistance

Job Duties: *Job Duties listed represent the major responsibilities for the job. Each specific position within a job title may require more specific duties, processes, skills, or assignments. Other duties are assigned on an as needed basis and may require additional skills and competencies.*

- Greets, direct, and informs customers of all agency programs in person or by phone (Call Center). Specific time will be spent educating customer on the, Home Energy Assistance Program (HEAP), Community Service Block Grant Programs (CSBG), Percentage of Income Payment Program Plus (PIPP+) and other fuel fund and crisis programs.
- Conducts customer interviews to identify customer needs.
- Accurately enters customer's program required information into the computerized database and files.
- Understands program eligibility guidelines in order to process applications for HEAP and CSBG.
- Verifies accuracy of customer income and other required compliance information.
- Communicates with local regulated and non-regulated utility companies and other human services agencies.
- Communicates with the general public and program participants.
- Print, scan and upload error-free applications containing customer's signature and provides completed application and required documentation to Emergency Assistance III staff person responsible for file audits and electronic file storage for HEAP and CSBG.
- Attends initial orientation and periodic training sessions as required to enhance Agency and program knowledge.
- Provides a quality customer service experience for all customers by providing compassionate, active listening, and responding to customer's needs in a timely manner.
- Makes referrals to other internal and external programs as needed.
- Makes referrals to other community resources as appropriate.
- Position meets required productivity standards established by management for taking application from target population.
- EAR I candidate must be able to complete various duties while simultaneously maintaining each program 's processes rules and guidelines with a sense of urgency.

- Assisting with roving sites and outreach activities when needed.
- Serves as an advocate with utility vendors and community agencies. Places vendor utility accounts in good standing by pledging or re-verifying customer utility accounts. Relates accurate information to customers.
- Assumes other duties assigned by the Program Manager, Director and/or the executive leadership.

Working Conditions and Physical Requirements:

- High-volume customer service office and/or call center environment serving low-income people in crisis; and managing calls for all Agency staff and programs. Requires ability to operate telephone and personal computer for extended periods of time. May work some Saturdays and extended office hours.
- Occasional travel.

Competencies and Knowledge, Skills, and Abilities:

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| <ul style="list-style-type: none"> • Patient, Even-tempered • Integrity and Trust • Action Oriented • Drive for Results • Strong Interpersonal Skills • Decision Quality • Problem Solving • Process Management • Excellent Customer Service Skills, in particular de-escalation | <ul style="list-style-type: none"> • Flexibility • Verbal, Written Communication Skills – Listening; Ability to communicate complex funder rules to the customer’s level of understanding • Technical Skills (e.g., PC applications) |
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- Functional Knowledge and Skills – examples:
 - knowledge of program eligibility guidelines, call center and applications processes.

Minimum Education and Qualifications:

- High School diploma or G.E.D.
- Valid Ohio Driver’s license and reliable transportation and ability to meet Agency insurance policy.

Preferred:

Prior non-profit / community action agency/ human service/call center experience.

Equal Opportunity Statement:

IMPACT Community Action recognizes that a diverse workforce enhances the organization in many ways. We are committed to providing equal employment opportunities that foster diversity and meaningful experiences.

Revised: January 2013

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