



**POSITION DESCRIPTION
VILAS COUNTY**

SECTION I: GENERAL INFORMATION

DRAFT <input type="checkbox"/>	FINAL <input checked="" type="checkbox"/>
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Position Title: Energy Assistance Worker	Department: Social Services
Immediate Supervisor's Position Title: WHEAP Coordinator	FLSA Status/Pay Classification Code: Non Exempt
Original Description Date: 06/10/2015	Revised Date:
Oversight Committee: Social Services Board	Approved Date:
Approved by:	Approved Date:

Job Summary:

Under the supervision of the WHEAP Coordinator, performs responsible administrative tasks related to eligibility determination for the energy assistance program in outreach and in-office settings.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provides in-house services as well as travels to outreach sites and to potential clients who are homebound. Conducts interviews face-to-face and on the phone; takes applications for Energy Assistance. Verifies and documents needed information as required by state and federal regulations; queries and data enters information into Energy Assistance System to process case eligibility.

Explains eligibility factors to clients; receives inquiries from clients and potential clients, providing information and referrals.

Refers clients to the Weatherization Program, determines eligibility for furnace replacement and repair.

Responds to after-hour fuel and furnace "no-heat" crises.

Maintains case files according to state approved guidelines.

Any other duty as assigned.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS:

A. Education/Knowledge:

<input checked="" type="checkbox"/> High School Diploma or Equivalent		Major Field of study or emphasis:
<input type="checkbox"/> 2 Year College Degree	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input type="checkbox"/> N/A	
<input type="checkbox"/> 4 Year College Degree	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input type="checkbox"/> N/A	
<input type="checkbox"/> Other:	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input type="checkbox"/> N/A	

B. Licensure/Certification:

<input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred <input type="checkbox"/> N/A
Valid Wisconsin Driver's License

C. Required Work Experience:

<input checked="" type="checkbox"/> In addition to Education/Licensure	<input type="checkbox"/> Instead of Education/Licensure
<ul style="list-style-type: none"> • Knowledge of eligibility factors for Energy Assistance Program helpful, but not essential. 	

- 1-3 years of experience in a similar customer service position

SECTION IV: ESSENTIAL SKILLS REQUIRED TO PERFORM POSITION:

- Good oral and written communication skills.
- Knowledge of computer hardware, software and accessories.
- Skill in interviewing applicants/recipients of assistance.
- Ability to function under pressure.
- Ability to type 45 wpm.
- Ability to make judgments concerning evaluation of information and need for referral to other agencies.

SECTION V: PHYSICAL REQUIREMENTS & WORKING CONDITIONS: Limited exposure to disagreeable elements such as dirt, temperature fluctuation, and/or limited exposure to weather conditions. Limited travel. Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from field locations may subject worker to increased risk of driving hazards. In all settings, employees in this classification may occasionally need to relate to members of the public.

Normal mental and visual attention is required. Light physical demands to include bending, twisting, turning and light lifting. Limited exposure to workplace hazards.

SECTION VI: RESPONSIBILITY FOR SUPERVISION OVER THE FOLLOWING POSITIONS:

Titles of Positions Supervised:	# of Employees:
Not Applicable	

SECTION VI: JOB DESCRIPTION APPROVAL:

This position description reflects an accurate and complete description of the duties and responsibilities assigned to the position:

Employee Signature:	Date:
Supervisor Signature:	Date:
Human Resources Signature:	Date:

VILAS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

This position description is intended to describe the general nature and level of work being performed by the person assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and a skill required of the person so classified and may be subject to change by the County without notice.