

Wabash Area Development, Inc.
Job Description

JOB TITLE: Energy Specialist
DEPARTMENT: Energy
REPORTS TO: Housing/Energy Director
GRADE LEVEL: VII
PREPARED BY: Critical Records/Risk Management/ Marketing Director
PREPARED DATE: 06/08/2020
APPROVED BY: Executive Director
APPROVED DATE: 07/21/2021

SUMMARY: The Energy Specialist is responsible for review of applications to determine eligibility and determining amount of assistance. To ensure that the goals and objectives of the program are carried out in cooperation with the goals of Wabash Area Development, Inc.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Including the following and other duties may be assigned.

Review application and determine that all documentation appears valid, accurate and is attached.

Review applications to determine eligibility or ineligibility.

Determine amount of assistance and payee.

Complete applications and file.

Process LIHEAP applications.

Check numbered applications against log sent in by county.

Provide energy referrals to appropriate locations and contact persons.

Verifies ES furnace applications including reviewing the application and verifying that all documentation is correct.

Submits inspection paperwork in a timely manner to the Director for scheduling.

Maintains ES furnace files and all documentation.

Corresponds by email or hardcopy with contractor as needed on ES furnace paperwork.

Other duties as assigned by Program Director to complete objectives of program

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COMPETENCIES: To perform the job successfully, an individual should display the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics.

Technical Skills – Pursues training and development opportunities; Strives to continuously build knowledge and skills.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal skills – Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Oral communication – Listens and gets clarification

Ethics – Treats people with respect; Keeps commitments; Inspires trust of others; Works with integrity and ethically; Upholds organizational values

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality – Is consistently at work and on time; Arrives at meetings and appointments on time; Ensures work responsibilities are covered when absent.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Cost Consciousness – Works within approved budget.

Planning/Organizing – Prioritizes and plan work activities; Uses time efficiently.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments; Understands the dynamics of the operation of a successful business.

Design – Demonstrates attention to detail.

Written Communication – Writes clearly and informatively; Presents numerical data effectively

Teamwork – Exhibits objectivity and openness to other's view; Contributes to building a positive team spirit; Balances team and individual responsibilities.

Quantity – Completes work in a timely manner; Always willing to help others when feasible.

Adaptability – Adapts to changes in the work environment; Able to deal with frequent change, delays or unexpected events.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must have a valid Illinois driver's license.

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EDUCATION AND/OR EXPERIENCE: Knowledge and experience equivalent to high school diploma or GED. Knowledge of the needs of the general population and minimum of one year experience in clerical field.

LANGUAGE SKILLS: Ability to read and interpret documents, write routine reports, correspondence, and the ability to communicate effectively.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS: To perform this job successfully, an individual should have knowledge of Microsoft Office software.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations maybe made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger; handle, or feel; talk; and hear. The employee is frequently required to stand; walk, reach with hands/arms and climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 lbs and occasionally lift and/or move up to 50 lbs.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Staff Signature Date

Supervisor's Signature Date