

CHN Housing Partners

UTILITIES INTAKE SPECIALIST-HEAP

REPORTS TO: Utilities Manager

SCOPE

Under the administrative direction of the HEAP Manager the Utilities Intake Specialist will provide services to consumers in utility crisis by;

- Conducting face to face interviews with customers seeking assistance with utility bills
- Preparing and maintaining client files and all correspondence in an accurate and timely manner
- Providing outreach to home bound customers and travel to community sites as needed
- Providing utility and energy education and referrals as necessary
- Completing administrative duties required as needed

Qualifications:

- Associates Degree preferred in social service field OR equivalent work experience in the social service field
- Minimum 2 years experience working with the public in a social service environment, involving interviewing, collecting, organizing, analyzing and interpreting complex data.
- Ability to demonstrate strong oral/written communication and interpersonal skills
- Heightened developed ability to problem solve in crisis situations
- Strong ability multi task in a fast pace environment
- Proven ability to resolve conflict both over the phone and face to face
- Ability to work independently with little supervision
- Ability to demonstrate basic math skills

Duties and Responsibilities

- Interview and determine eligibility for multiple utility programs; follows program guidelines; collect and enter data, compute financial budgets; verifies eligibility documentation. Prepare and scan documents to the case files including changes affecting eligibility; notify participants of any changes in assistance or services.
- Prepare routine correspondence; case summaries and reports.
- Explain CHN's available services and programs to individuals and families in order to impact current crisis and/or meet their needs as well as provide community referrals.
- Provide outreach to home bound customers and travel to community sites for intake as needed.
- Attend trainings, meetings, and information sharing sessions.
- Performs other related duties as assigned

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