CHN HOUSING PARTNERS
HEAP Intake Specialist

REPORTS TO: HEAP Manager or External Site Manager

POSITION SUMMARY
Entrepreneurial, community-based, non-profit organization seeks an individual who is detail-orientated, who enjoys assisting families in need and is committed to exceptional customer service.

This position is primarily responsible for processing utilities assistance applications (HEAP, PIPP, PRC and Fuel Fund) thru a database for 8-12 clients per day. Clients are prescheduled and seen in 45-60-minute appointments back-to-back daily. The intake process also involves investigation of utility bills, account status, work and income history, citizenship and in some cases seeking of additional resources.

This position is an ideal fit for someone who is detailed oriented, enjoys providing high quality customer service, is able to adapt to constantly changing programs requirements and procedures, likes to work on a variety of tasks at once, and enjoys being a part of a team.

RESPONSIBILITIES:
• Conduct utility assistance intake for clients which entails; determining eligibility for multiple utility programs; following program guidelines; collecting and entering data, computing financial budgets; verifying eligibility documentation(s). Preparing and scanning documents to the case files including changes affecting eligibility; notifies participants of any changes in assistance or services
• Prepare and maintain client files and all correspondence in an accurate and timely manner.
• Prepares routine correspondence, case summaries and reports.
• Explains 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.
• Attend trainings, meetings, and information sharing events.

QUALIFICATIONS:
• Minimum 2 years of face-to-face customer service experience is required
• Associates Degree in social service field OR equivalent work experience in the social service field is preferred
• 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
• Proficient computer skills specifically data entry, and internet navigation
• Bi-lingual with the ability to speak conversational Spanish to Spanish only speaking clients and/or translate is preferred.

OTHER CONSIDERATIONS:
• This position includes a high volume of contact with the general public, some of whom are in a time of crisis.

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