

CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

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Title: Part-time/Full-time Energy Program Intake Worker	Grade: 4	
Reports To: Manager of Community & Family Well-Being (CFW)	FLSA Status: Non-Exempt, temporary and seasonal	
Supervises: None	Date Written:	Date Revised:
	October 18, 2011	8/15/2019

POSITION SUMMARY

The Energy Program Intake Worker assists in the overall operation of all energy assistance related programs such as Low Income Home Energy Assistance Program (LIHEAP), Summer Energy Assistance Program (SEAP), and Share-the-Warmth (StW).

DUTIES AND RESPONSIBILITIES

- Answer inquiries as related to all energy assistance related programs such as LIHEAP, SEAP and StW, etc.
- Fill out on-line application and make copies of required documents.
- Follow up on applications or pending cases.
- Enter all client efforts into CASL's Sales Force database system.
- Attend required trainings and meetings.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Education/Experience:

- High school diploma required, preferably studying for a two-year or four-year degree.
- At least one year experience in the social service field preferred.

Skills/Knowledge:

- Able to speak, read and write English and Chinese.
- Able to use computer and MS Office programs such as Word, Excel, Power Point, etc.
- Accurate in writing and filling out forms, careful and detail-minded.

Physical Demands:

- Ability to bend and lift a minimum of 15 pounds.
- Must have the visual, hearing, and learning capabilities sufficient to perform the essential functions defined above.
- Required to frequently sit, stand and walk for extended periods.

Environment and Scheduling:

- Normal schedule to work from 9 am to 5 pm Monday through Friday.
- Must be flexible on schedule as it is based on seasonal program needs.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.