Prairie Five CAC, Inc.
Energy Assistance Program
P.O. Box 159/Suite 302
Montevideo, MN 56265-0695

JOB DESCRIPTION

POSITION TITLE: Energy Assistance Clerk
RESPONSIBLE TO: Energy Assistance Program Director
WORK SITE LOCATION: Montevideo, Main office
HOURS OF WORK: 40 hours
DAYS PER WEEK: Monday – Friday: 8:00am – 4:30pm
SALARY RANGE: Based on experience and education.
STATUS: Full-Time-Seasonal (Mid-August-Mid June)

GENERAL RESPONSIBILITIES:

This position supports Energy Assistance Program (EAP) activities across five counties. The EAP Clerk provides administrative support to the Energy Assistance Director by performing clerical duties such as data entry, responding to customer requests, certifying applications, processing program intake forms, and managing equipment. The EAP Clerk helps ensure customers and staff receive the support they need and must be able to think analytically, solve problems, work under pressure, and follow emergency guidelines.

Major Responsibilities/Activities:

- Assist with eHEAT (Electronic Household Energy Automated Technology) Software Program and Laserfiche application processing software.
- Complete Energy Assistance applications data entry, scanning, and distribution of specific referrals to customers.
- Processing Energy Applications and determining eligibility.
- Assisting customers with emergencies in a timely manner.
- Field support when needed.

Administrative **Estimated 90% of time**

Assist outreach staff with certification of application completion.
Support Program Director with reports due to various funding sources
Assure eHEAT database is current and updated.
Responsible for updates on household applications as needed.
Handle customer inquiries and complaints
Assist with training in EAP application processing.

Estimated 10% of time

Other

Participate in program and agency staff meetings and training activities.
Travel in the five-county area to support outreach staff, with EAP as needed.
Travel EAP-related trainings if necessary.

KNOWLEDGE, EXPERIENCE, and OTHER QUALIFICATIONS:

- High school diploma or GED required. A two-year degree in business or related field or equivalent experience is preferred. Skills include computer spreadsheets (Excel) and word processing, computerized software programs, general computer operation skills, communication skills, customer service skills, writing skills, organizational skills, problem solving skills, and the ability to work independently and as a member of a team and follow Data privacy rules.

WORKING CONDITIONS:

- Travel may be required approximately 10% time to meetings/trainings/trouble shooting.
- Work in office setting

EQUIPMENT:

- Computer- daily
- Telephone- daily
- Copy Machine daily
- Scanner- daily
- Calculator – daily
- Fax machine- several times a week

PHYSICAL WORK REQUIREMENTS:

- Lifting to 60 pounds.
- Must be able to stand or sit at a computer for extended periods.

- While performing duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl.

- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- This job description is not intended to be all inclusive. Employees will perform other reasonable, related business duties assigned by immediate supervisor.

- This job description does not constitute a written or implied contract of employment and may be revised by the agency at any time.

I acknowledge that my employment with Prairie Five Community Action Council is at will. This means the terms of my employment may change at any time, with or without notice or cause, including but not limited to termination, demotion, promotion, transfer, compensation, benefits, job duties, and work location. I voluntarily accepted employment with Prairie Five and understand that no express or implied agreement or contract guarantees continued or long-term employment. Although supervisors and managers have certain hiring authorities, no supervisor, manager, or Prairie Five representative has the authority to change the at-will employment relationship.

I am able to perform the essential functions of this job without accommodation. If an accommodation is needed, I will notify the Prairie Five HR Department and the Energy Assistance Program Director immediately.

_____ _____

NAME DATE

EOE/AA/ADA