



Community Action Agency

CINCINNATI | HAMILTON COUNTY

Phone: (513) 569-1840 * **Fax:** (513) 569-4354 * **Website:** www.cincy-caa.org

JOB DESCRIPTION

Position Title:	HEAP Intake Technician	FLSA Status:	Non-Exempt
Division:	Community Services	Pay Grade:	5
Work Hours:	Mon.-Fri., 8-5 p.m. 80 hours bi-weekly, some weekends required.	Revision Date:	February 2017

Work Location:

Cincinnati-Hamilton County Community Action Agency * 1740 Langdon Farm Road * Cincinnati, Ohio 45237

POSITION SUMMARY

Serves customers through assisting with the completion and efficient and timely processing of applications for the Home Energy Assistance Program, while ensuring compliance with local, state and federal laws and regulations and CAA policies.

ESSENTIAL JOB FUNCTIONS:

Under General Supervision:

1. Assist customers with completion of applications for the Home Energy Assistance Program.
2. Compute customers' income for eligibility determination, using State criteria.
3. May travel to outreach sites to administer the program services to customers residing in the area.
4. Verify customer utility bill status via communication with the local utility company.
5. Assist customers with making payment arrangements for outstanding utility bill balances.
6. Approve initial payment to utility company on the customer behalf. Communicates approval of bill payment to utility in a timely manner, to prevent disconnection order.
7. Prepares daily C-HCCAA transmittal sheet that includes all applications processed.
8. Ensures that customer folders contain all required the necessary documentation for subsequent transmittal to C-HCCAA HEAP main office.
9. Input accurate and compliant applicant and payment information into OCEAN system.
10. Provide quality customer service that includes efficient, precise, and courteous communication.
11. Acts as an agent of information to communicate other CAA programs to customers.
12. Provide HEAP services with high quality service and confidentiality for our customers.
13. Some weekends required.

The above statements are intended to describe the general nature and level of the work being performed by staff assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Additionally, C-HCCAA management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

QUALIFICATIONS AND REQUIREMENTS

The incumbent must have:

QUALIFICATIONS AND REQUIREMENTS:

The incumbent must have:

1. Associates degree and experience in Human Service is preferred.
2. One (1) year of customer service experience.
3. One (1) year of alpha and numeric data entry experience.
4. Have and maintain a valid driver's license and automobile insurance.
5. Proven experience working with a diverse population, including low to moderate-income families.



6. Experience in supporting families in crisis, including those of a financial nature
7. Knowledge of Home and Energy resources within Cincinnati and Hamilton County.
8. Effective written and oral communication, organizational, and interpersonal skills.
9. Attendance at the assigned work sites required.
10. A valid driver's license must be maintained throughout employment with CAA.
11. Valid automobile insurance must be maintained throughout employment with CAA.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job with or without reasonable accommodations.

WORK ENVIRONMENT:

Include both a typical office environment, with minimal exposure to excessive noise or adverse environmental issues, and local travel, including exposure to heat, cold, inclement weather conditions, and occasional environmental hazards.

PHYSICAL DEMANDS:

- a. Use hands to manipulate, handle feel, and control items or equipment;
- b. Talk and hear;
- c. See and be able to read, write, and interpret written documents;
- d. Lift and move objects weighing up to 15 pounds.

ORGANIZATIONAL STRUCTURE:

Reports to: HEAP Supervisor

Manages: None

Cincinnati-Hamilton County Community Action Agency is an Equal Opportunity Employer. The Functions, Qualifications, Requirements and Physical Demands listed in this job description represent the essential functions of the job, which the incumbent must be able to perform either with or without reasonable accommodation. The listed Job Functions do not necessarily include all activities that the incumbent may perform.

Your employment with the Cincinnati-Hamilton County Community Action Agency is entered into voluntarily or "at-will," meaning that both you and the employer may end the employment relationship with or without reason, cause or notice unless otherwise prohibited by law. You are free to terminate your employment at any time, with or without cause. Similarly, C-HCCAA has the right to terminate the employee's employment, or otherwise alter an employee's position, duties, title or compensation at any time, with or without cause or notice. Therefore, the only employment relationship that exists is one terminable **at will** by either the employee or C-HCCAA.