

**Redwood Community Action Agency
Energy & Environmental Services Division
JOB ANNOUNCEMENT**

- TITLE:** Outreach & Intake Specialist
- STATUS:** 1-2 Fulltime positions / health benefits after 2-months of employment; paid vacation / sick time and 13 paid holidays per year
- PAY RATE:** \$14.00 / hour
- AVAILABLE:** Immediately
- DEADLINE:** Open until filled; interviews will take place as applications are received.

APPLICATION PROCESS:

Required Employment Applications available at: www.rcaa.org or 904 G Street, Eureka
Cover letter and resume with your application are recommended.

PLEASE NOTE: Incomplete applications or resumes without applications will not be accepted.

POSITION PURPOSE

To work under the supervision of the assigned supervisor, the Energy Outreach/Intake Specialist will provide marketing, outreach, intakes; certify client eligibility, education, and evaluation services for the Energy Division's various programs. This position may include canvassing neighborhoods to conduct outreach services with a partner.

ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Assist the supervisor in developing, implementing, and evaluating the various programs' services
- Provide follow through on the implementation of outreach and marketing strategies, including assisting with the development, printing and distribution of printed materials
- Phone solicitation, canvassing of neighborhoods, with or without another staff member, and implementation of other lead generation tasks as needed
- Conduct program orientation for clients, landlords, and the general public
- Follow-up on securing required program documentation, landlord agreements, ownership verification, and other paperwork as needed
- Maintain records of marketing efforts to evaluate program effectiveness
- Pre-screen low-income clients to assess program eligibility and related needs
- Perform home visits for energy audits, intake and other program needs as applicable
- Schedule energy assistance and weatherization service appointments, and inform clients as to required documentation to bring to their intake appointment
- Perform intake and certify eligibility for the various programs
- Provide follow-up on all client files to ensure completion and quality control checks as needed
- Process client verification of assistance letters for issuance of energy assistance payments
- Contact utility companies to restore or prevent energy services termination and pledge payments on client accounts
- Provide energy and cash management education services for energy assistance and weatherization services clients
- Compile demographic, fiscal, and production information for weekly and monthly reports
- Attend training and seminars as required for job performance and improve skills

- Offer written suggestions for improving program services

JOB REQUIREMENTS

Knowledge of and Experience With:

- Standard office procedures, basic math skills
- Basic on site telephone interview and assessment techniques and ability to work well with the public
- PC computers and various software programs such as Excel and Word, e-mail, and internet research

Ability To:

- Canvass neighborhoods by yourself
- Maintain system for tracking client files and information with accuracy
- Develop systems and organize time effectively to achieve goals
- Work well independently and as a team member to provide services and meet project goals
- Willingness to attend training seminars, which may require out of town travel
- Communicate effectively in written and oral form
- Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels and communication skills
- Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies, funding source representatives and the local service population
- Have means and capacity to run job-related errands
- Insure and protect agency, employee and client confidentiality and safety

MINIMUM QUALIFICATIONS

- One year of equivalent office or outreach/intake experience working in a position with similar responsibilities

OTHER REQUIREMENTS

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
- Must have means and capacity to perform job related duties with personal vehicle, as will be required, and must have proof of current automobile insurance
- Possession of valid California's Driver's License with current DMV printout showing acceptable driving record
- Submit to fingerprinting for criminal record clearance and background check with acceptable results
- Home telephone or other effective means of communication

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment