## Redwood Community Action Agency

**Energy & Environmental Services Division**

**JOB ANNOUNCEMENT**

**TITLE: INTAKE/OUTREACH 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**](http://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.**

RCAA is an **“Essential Business”** that continues to operate during unexpected events, such as: earthquake, natural disaster or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while taking all appropriate safety precautions.

## 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