



**JOB TITLE:** Intake Specialist HEAP Utilities

**DEPARTMENT:** Home Energy Assistance Program (HEAP)

**LOCATION:** Fairfax Renaissance Development Corporation  
8111 Quincy Avenue, Suite 100, Cleveland, Ohio 44104

**CONTACT:** Send resumes to: [TPowell@fairfaxdev.org](mailto:TPowell@fairfaxdev.org) or  
Mail to Tamela Powell at the address above

**DEADLINE:** Position will remain open until filled.

**JOB DESCRIPTION:**

The Intake Specialist HEAP Utilities is primarily responsible for processing utilities assistance applications (HEAP, PIPP, LIWAP, PRC, and Fuel Fund) thru an electronic database. Intake Specialists also investigate utility bills, account status, work and income history, citizenship, and, in some cases, seek additional resources. The Intake Specialist will be required to process persons via an electronic state wide computer application and must ensure that applications are complete and all required documents are provided to ensure payment of financial assistance in a timely manner.

The ideal candidate is detailed oriented, enjoys providing high quality customer service, is able to adapt to constantly changing program requirements and procedures, enjoys working on a variety of tasks, and enjoys being a part of a team. Successful applicants will be provided training

**DUTIES & RESPONSIBILITIES:**

- Conduct utility assistance intake for clients which entails; determining eligibility for multiple utility programs; following program guidelines; collecting and entering data, computing financial budgets; and verifying eligibility documentation(s)
- Resolve customer concerns regarding the HEAP process
- Prepare and accurately maintain program files and all correspondence, summaries, and reports
- Attend required agency meetings/functions and trainings
- Maintain total confidentiality in all matters of correspondence, telephone messages and personal conversations.
- Explain services and programs to individuals and families that can impact the current crisis and/or meet their needs

**Skills/Qualifications:**

- Minimum 2 years of face-to-face customer service experience
- Excellent communication skills and the ability to work in a fast paced hectic environment
- Outstanding customer service skills required including telephone skills, public speaking skills and the ability to work with disgruntled customers
- The ability to maintain a level of professionalism at all times
- Proficient computer skills, specifically data entry, Microsoft Word, and internet navigation
- Ability to demonstrate basic math skills
- Strong ability to multi-task in a fast paced environment
- Must be flexible and able to comply with frequent program changes
- The employee must be able to work as part of a team.
- Associate's Degree preferred

**Phone calls will not be accepted for this opportunity**