

Job Announcement

Announcement Date: January 8, 2021

Position Title: Client Service Representative

Department: LIHEAP – Low Income Home Energy Assistance Program

Location (s): Round Lake, Waukegan

Position Type: Full Time/Regular – Partial Year (9-10 months)

Hours Available: Monday – Friday / 8:00 am – 4:30 pm

Reports to: Systems Operations Manager

MAJOR RESPONSIBILITIES: *Other duties may be assigned*

Interview and complete assessment process on clients applying for assistance. Enter data into computerized intake system. Secure appropriate documentation from clients to determine income and residency eligibility for participation in agency support service programs. Maintain client files and ensure accuracy of all information therein. Provide client with energy program information, including utility rights and responsibilities, energy conservation, program requirements and other available program services. Refer clients to community resources and other organizations.

ESSENTIAL DUTIES:

- Maintain all records necessary for the implementation of this program in an orderly and easily retrievable manner.
- Enter data into State computer system.
- Counsels client on availability and suitability of energy programs after examining client income and utility histories.

QUALIFICATIONS:

- Excellent communication skills
- Proficient in data entry and in computer skills
- Ability to work well with others
- Knowledge of consumer rights/responsibilities preferred
- Demonstrated ability to deal appropriately with difficult clientele
- Bilingual preferred
- High School Grad/GED
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are a representation of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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