



Community Advocates

Energy Assistance/Utility Advocate

Deadline to Apply: 02/16/2018

Job Description:

Under the direct supervision of the WHEAP Supervisor or Manager, this temporary/seasonal position is responsible for providing excellent customer service skills, conducting outreach; screening applicants by phone, mail or face-to-face; taking high volume interactive energy applications for the WHEAP program; providing energy applicants, the general public, and community agencies information on available community resources, programs and services.

Location: Milwaukee, WI

Position Type: Full-time

Compensation: \$13.00 per hour

Type of Employment: Direct Hire

Responsibilities:

1. Provide excellent customer service externally and internally.
2. Must be able to read and follow written instructions.
3. Effectively interact by phone, face-to-face or by mail to determine program eligibility.
4. Enter data into Home Energy+ system timely and accurately.
5. Schedule appointments using Milwaukee Heat, and provide program information to applicants.
6. Provide quick, pro-active response to prevent disconnections, adhering to written crisis policy.
7. Able to communicate effectively in writing and verbally.
8. Perform community outreach activities and provide mobile intake services to community agencies, senior centers, housing/neighborhood centers, etc.
9. Conduct home visits as necessary.
10. Provide advocacy services to low income families.
11. Make referrals to internal programs and external partners: Weatherization, 211, W-2@ Agencies and other community resources.

12. Provide support to the Utility Department in different aspects of the Home Energy+ Program
13. Attend trainings and meetings.
14. Prepare daily activity reports in a timely manner.
15. Other duties as assigned.

Qualifications:

To successfully perform this job, the individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

LANGUAGE SKILLS: Ability to effectively present information and respond to questions from clients, customer, and the general public. Ability to read and write Spanish or Hmong fluently is highly desirable.

EDUCATION or EXPERIENCE: High school diploma or equivalent required; Associate's or Bachelor's Degree preferred. A minimum of one year energy assistance experience required. Ability to review and protect personal and confidential client information, and schedule client appointments. Experience entering and retrieving information from data bases. Experience with calendar software such as Outlook preferred.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. Must be available to work evenings and Saturdays as needed.

Benefits and other compensation:

Paid holidays.

Other information:

Pre-employment background check and drug screen required.

To apply for employment at Community Advocates, send a resume and cover letter to jobs@communityadvocates.net.

Please include the title of the position to which you are applying in the Subject Line of your e-mail.