

# **Community Advocates, Inc.**

## **ENERGY ASSISTANCE ADVOCATE (Temporary/Seasonal) JOB DESCRIPTION**

**JOB SUMMARY:** 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.

### **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.

**EDUCATION or EXPERIENCE:** High school diploma or equivalent required; Associate's or Bachelor's Degree preferred. Three years social service experience, including conducting interviews. 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.

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

**WORK ENVIRONMENT:** 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.

This is a full-time, temporary position. Applicants must be able to work evening hours and some Saturdays; must be willing to work at various locations; and must have their own vehicle and insurance.

Pay rate is \$14.00 per hour.

Apply by emailing your resume and cover letter to [jobs@communityadvocates.net](mailto:jobs@communityadvocates.net) by Friday, August 9, 2019.