**REQUEST FOR / NOTICE OF JOB ANNOUNCEMENT**

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<th>DATE OF REQUEST:</th>
<th>8.1.2023</th>
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<tr>
<td>POSITION TITLE:</td>
<td>EA Tech - LIHEAP</td>
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<td>PROGRAM:</td>
<td>Community Services</td>
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**POSITION**

To determine client eligibility for the Low Income Energy Assistance Program and other energy assistance programs, which involve the referral of clients to other agency or community resources.

**SUMMARY**

To determine client eligibility for the Low Income Energy Assistance Program and other energy assistance programs, which involve the referral of clients to other agency or community resources.

**ADVERTISE TO:**

- Public
- Agency
- Banked
- Both

**STATUS:**

- Exempt
- Non-Exempt

**LOCATION:**

- St. Francois County

**GRADE LEVEL / STEP:**

- Grade V

**AMOUNT:**

- $14.34

**CLASSIFICATION:**

- Full-time
- Part-Time
- Temporary
- Emergency

**DAYS AND HOURS:**

- Monday - Thursday 7:30 - 5:00 - Friday's as needed during busy periods

**QUALIFICATIONS:**

High School Diploma or GED

Two years of employment in one or more of the following types of work is preferred:

1. Technical or professional work in the fields of social service, social welfare, education, community organization, or related areas, or in business, personnel or public administration involving responsible public contacts.
2. Responsible for clerical work involving frequent public contacts such as credit interviewer, complaint clerk, receptionist (other than routine routing of office traffic), or related work; responsible persuasive sales work (other than counter sales). Clerical experience involving the technical aspects of application processing.

**TARGET DATE FOR EMPLOYMENT:**

- 8.28.2023

**APPLICATION PERIOD DEADLINE:**

- 8.11.2023

**BENEFITS:**

**SUPERVISOR’S NAME:**

- Morgan Skaggs

**PERSON MAKING REQUEST:**

- Morgan Skaggs

**Program Director’s Signature:**

- Nicole Hahn

**Executive Director’s Signature:**

- Ken McCreery

**APPLY TO:**

East Missouri Action Agency, Inc.
Human Resource Department
P.O. Box 308, 403 Parkway Drive
Park Hills, MO 63601
573-431-5191

Interviews will be held with leading candidates by appointment.

EMAA is an equal opportunity/affirmative action employer.
EAST MISSOURI ACTION AGENCY, INC.
"A Community Action Agency"
P.O. Box 308, 403 Parkway Drive
Park Hills, MO 63601
"An Equal Opportunity Employer"

POSITION DESCRIPTION

1. JOB TITLE: Energy Assistance Technician

2. GRADE LEVEL: V

3. FLSA STATUS: Non-exempt

4. SUPERVISOR'S POSITION: LIHEAP Program Coord./Community Services Director

5. SUPERVISED POSITIONS: None

6. POSITION SUMMARY:

To determine client eligibility for the Low Income Energy Assistance Program and other energy assistance programs, which involve the referral of clients to other agency or community resources.

7. SPECIFIC RESPONSIBILITIES:

A. Interviews clients and completes applications for the energy assistance program.
B. Determines eligibility of clients for the energy assistance program through interview and the evaluation of public and other records.
C. Makes home visits according to program guidelines for applicants who are unable to travel to office to establish eligibility and receives applicants at outposts as assigned.
D. Contacts fuel suppliers to advise of client eligibility for energy assistance and negotiate restoration or continuation of heat service.
E. Advises applicants on seeking alternate methods of heating, when appropriate.
F. Advises applicants on self-help methods in areas of weatherization, energy conservation and utility bill payment.
G. Responds to telephone inquiries from the public and dispenses information about the energy assistance program.
H. Interviews applicants and provides advice on bill payment practices.
I. Performs other related work as assigned.
8. TRAINING, EXPERIENCE & SKILLS REQUIRED (QUALIFICATIONS)

A. Working knowledge of EMAA's fuel industry bill payment policies, Public Service Commission Cold Weather Rules and ability to present and interpret that information to clients.

B. Some knowledge of available community resources.

C. Some knowledge of office procedures and practices.

D. Some knowledge of interviewing techniques and the ability to apply them in work situations.

E. Ability to identify households that are experiencing an energy related crisis and resources available to meet those needs.

F. Ability to understand and follow oral and written instructions and to interpret laws and regulations.

G. Ability to work rapidly and accurately.

H. Ability to operate a computer terminal.

I. Ability to work effectively with applications, recipients, the general public and other employees.

J. Possession of a high school diploma or a GED certificate.

K. Two years of employment in one or more of the following types of work is preferred:
   1. Technical or professional work in the fields of social service, social welfare, education, community organization, or related areas, or in business, personnel or public administration involving responsible public contacts.
   2. Responsible for clerical work involving frequent public contacts such as credit interviewer, complaint clerk, receptionist (other than routine routing of office traffic), or related work; responsible persuasive sales work (other than counter sales).
   3. Clerical experience involving the technical aspects of application processing.

OR

4. Two program years (minimum 4 months per program year) of client contact work in the energy assistance program.

Employee's Signature ____________________________ Date ______________

Supervisor’s Signature ____________________________ Date ______________

Executive Director’s Signature ____________________________ Date ______________

Form 96-24
Reviewed 09/2020