

OUR EXCITING OPPORTUNITY

Community Action Partnership has an exciting opportunity for

Eligibility Technician – LIHWAP Contract

In this role, the Eligibility Technician will support and embody an EPIC mindset to support the Energy & Environmental Service department in meeting its goals, playing a critical part in the work and dedication of Community Action Partnership of Orange County's initiatives. It's leadership with a cause and the rewards are immeasurable!

WHO WE ARE

Community Action Partnership of Orange County (CAP OC) hires professionals who support and embody the following **EPIC** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done - empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing energy and healthy living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We have remained true to our mission *"We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community."*



VALUES

In addition to our EPIC values our external values are as follows:

Leadership

We are guiding critical shifts in how people think and act to address the root causes of poverty

Collaboration

We bring together all capable partners to achieve transformative results

Trust

For over 50 years, the community has counted on us to empower those in need

Compassion

We treat each person we serve respectfully and with great care

Justice

We are passionate about advocating for those living in poverty and creating equity throughout the region

WHAT YOU WILL ACCOMPLISH IN THIS ROLE

Under close supervision of the Contracts Manager, the Eligibility Technician answers Client InfoLine Calls, conducts client pre-screenings by phone, schedules appointments and provides information & referral to participants.

Starting salary for this position is \$23.00 per hour.

The work schedule is a hybrid schedule – 4-days in the office and 1-day remote. Hybrid schedules are subject to change based on program needs and/or departmental manager's discretion.

ROLES AND RESPONSIBILITIES

- Answer customer telephone calls from our Client Services Info Line and effectively pre-screen and/or approve applicants for appointments for a variety of department programs including Utility Assistance and Weatherization services.
- Handle public inquiries, schedule appointments, complete screening, intake and enrollment forms and collect statistical data. Verify client eligibility using established program guidelines. Copy documents to complete client records in an accurate, thorough, and timely manner.
- Prepare and maintain client file records and correspondence. Input client information by personal computer into several customized databases. Conducts home visits if needed.
- Submit client statistics, invoices, and billings daily and accurately.
- Conduct one-on-one counseling, group presentations or workshops for energy education and other topics.
- Conduct client intake, enrollment and/or education on various program intake and enrollment functions in-person or by mail. Travel to assigned community sites or to

client's homes during regular workday hours, after hours and/or on weekends when scheduled.

- Consistently provide excellent customer service in a manner reflective of the spirit of the Agency's Mission, Vision, and Promise.
- Perform clerical duties such as creating, copying, and maintaining client files, scanning, faxing, filing, and statistical reporting.
- Other duties as assigned.

THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN

- Customer service orientation in order to establish rapport with staff, agencies, and participants from culturally diverse backgrounds.
- Understanding ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of the organization.
- Working cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Mathematical skills (add, subtract, multiply and divide) to calculate client eligibility information and accurately complete records. Familiar with calculators, telephones, copiers, and fax machines.
- Clerical duties such as filing, making copies, scheduling appointments and/or meetings, answering incoming calls, and experience in modern office methods and practices including filing systems for easy storage and retrieval, business correspondence and report writing.
- Establishing rapport with staff, agencies, and clients from culturally diverse backgrounds.
- Working a flexible schedule, including working in the office 4 days and remote 1 day. Ability to work weekends and/or evenings at various community locations when needed, work may include outside and field work.
- Working effectively concerning demanding time constraints and/or multiple tasks.
- Being detail oriented, work accurately and efficiently on a consistent basis without assistance.
- Demonstrating a clear, concise, and effective command of the English language, with the ability to speak, read and write in the English language effectively to explain programs, complete reports, understand, and follow program regulations and procedures.
- Microsoft Office 365, Word, Excel, PowerPoint, Access, Teams, Outlook. and other applications via an office/laptop computer, PC Tablet/Notebook, I-Pad. Experience using a camera, printer, projector, copier, smart cell phone and/or other electronic devices, and using a variety of computer databases to ensure that client records, statistics and reports are completed.

EDUCATION AND EXPERIENCE

High school diploma or equivalent required. Experience and/or education which would have applied or developed the required knowledge abilities as stated under minimum qualifications.

TRAVEL

Possess a valid California Driver's License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.

Typically, travel is required throughout Orange County, and occasionally to other areas as needed, during the business day using the incumbent's personal vehicle. Possible travel during evening hours, possible out-of-the-area and overnight travel may be required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, walk, bend at the waist, talk and hear, vision abilities include close vision, distance vision, color vision, ability to adjust focus, prolong manual dexterity of wrist and fingers, prolong computer work, and prolong sitting at a desk and/or table. The employee must regularly lift and/or move objects up to twenty (20) pounds. Employee may be called upon to work outdoors in varying temperatures and weather conditions.

HOW TO APPLY

Please Apply at Community Action Partnership of Orange County's website at www.capoc.org.

MEDICAL EXAMINATION AND BACKGROUND CHECK

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a pre-employment physical, drug screen, Live Scan, and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

