



Southwest Michigan Community Action Agency

SERVING BERRIEN, CASS, AND VAN BUREN COUNTIES

Helping People. Changing Lives.



185 E. Main St., Suite 303
Benton Harbor, MI 49022

Tel: (269) 925-9077
Fax: (269) 934-8242
contact@smcaa.com
www.smcaa.com

Job Description

JOB TITLE:	Weatherization Intake Assistant		
CLASSIFICATION:	05	EXEMPT (Y/N):	N
SUPERVISOR:	Weatherization Manager	DATE PREPARED:	01-05-23

SUMMARY:

The WX Intake Assistant is responsible for generating, securing, and communicating with clients for the purpose of application intake and processing of Weatherization applications in Berrien, Cass, and Van Buren Counties. The assistant must be knowledgeable of the WAP (Weatherization Assistance Program) and LIHEAP (Low Income Home Energy Assistance Program) and the requirements for providing services to the clients. The assistant will work closely with all members of the Weatherization team.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required:*

- Provide intake services, primarily interview clients requesting services, determine eligibility, complete applications to meet established guideline compliance with State and Federal regulations
- Assist clients in completing all relevant paperwork
- Perform administrative duties such as answering incoming phone calls, coordinating intake appointments, and filing
- Maintain accurate and legible client related forms, files, and records in program database and hard files
- Provide energy conservation education to WAP applicants
- Maintain knowledge of community resources and procedures for accessing resources for referral services to clients
- Report quantitative results of outreach efforts to program manager as needed
- Provide back-up and support for all Weatherization programs, projects, and services and act as a valuable team player of the WX department as requested
- Perform all other job-related duties as assigned by program manager

The above statements are intended to describe the general nature of the work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.



Southwest Michigan Community Action Agency (SMCAA) is dedicated to empowering diverse people in need and supporting their journey towards economic security.





SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND/OR EXPERIENCE:

- High school diploma or equivalent required.
- A minimum of six (6) months experience in secretarial work, data entry, customer service, and establishing positive relationships with the general public.
- Proficiency with Microsoft Office Suite (Word, Excel, Access, Outlook, Team, etc.) desired.

REQUIRED SKILLS: *There may be Agency-provided training to a qualifying applicant. Not all stated requirements may be a disqualifier.*

- Must be able to learn program software reporting systems to input and monitor data and prepare required documentation.
- This position requires the ability to work on various tasks simultaneously. The applicant should exercise self-motivation, a positive attitude, and excellent organizational and computer skills.
- Recognize and maintain strict confidentiality of all materials in the work setting.
- Work in a fast-paced environment with strict deadlines.
- Employee must be able to pass a criminal background check, DMV and substance abuse tests.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Possession of a valid Michigan driver's license and an operable insured automobile for authorized travel is 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:*

- Sedentary work.
- Exerting up to 35 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Repetitive movements (motions of the wrists, hands, and/or fingers).
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures, viewing a computer, and/or extensive reading.

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:*

- Noise level in this environment is usually moderate.
- Employee must be able to relate well to a diverse and vulnerable population.
- This position may require travel to various locations in Berrien, Cass, and Van Buren Counties.

**GRANT OR EXTERNALLY FUNDED POSITION:**

This position will continue only if sufficiency grant or external funds are provided.

SMCAA ON DIVERSITY, EQUITY, AND INCLUSION:

SMCAA is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

SMCAA believes that all people belong and deserve fairness, justice, and inclusivity. The strength of our community comes from our diversity and we celebrate the visible and invisible qualities that make each person unique, including race, gender, age, sexuality, ability, religion, national origin, gender identity, and other identities.

SMCAA is committed to aligning our culture and business practices to be a beacon of diversity, equity, inclusion, and belonging for all people. SMCAA will continue to reflect diversity in its organizational governance, volunteer structure, staffing, funding decisions, and policies. Through this commitment, SMCAA strives to be a role model in Southwest Michigan by collaborating with other community organizations to strengthen an effective human service system that reaches out to all people in the tri-county area.

SMCAA diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

Reasonable accommodations may be made to enable individuals with disabilities to perform all the essential functions described above for this particular job position.