



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 Eligibility Specialist		
CLASSIFICATION:	06	EXEMPT (Y/N):	N
SUPERVISOR:	Weatherization Manager	DATE PREPARED:	12-16-21

DOE Weatherization Mission Statement:

Our mission is to reduce energy costs for low-income families, particularly for elderly, people with disabilities, and children by improving the energy efficiency of their homes while ensuring their health and safety.



Weatherization Works

SUMMARY:

The WX Eligibility Specialist 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 specialist 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 specialist will work closely with the Weatherization Manager and Energy Auditor(s).

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:*

- Screen clients for service eligibility
- Perform intake procedures to determine clients' weatherization program eligibility that is consistent with established guidelines compliance with State and Federal regulations
- Make recommendations regarding clients' eligibility, including required documentation to certify client eligibility
- Assist program participants in completing all relevant paperwork
- Coordinate intake appointments
- Assists client in completing various required forms and documentations
- May be required to conduct client visits at building sites to collect client data
- Maintain accurate and legible client related forms, files and records
- 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



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





- Work cooperatively with weatherization staff and community service staff when needed
- Keep updated records/maintenance in DBA software system, and maintain hard files to determine an eligible application
- Conduct intake through virtual efforts to obtain documents and evaluate client eligibility to receive WAP
- Answer incoming calls on an as needed basis
- Assist in resolving client complaints or disputes
- Possess a working knowledge of the weatherization process
- Maintain various spreadsheets as required by the WAP
- Performs clerical duties including processing information by computer, typing, copying tasks and projects filing, etc.
- Provide updated forms/booklets/brochures and all other marketing materials for all phases of the WAP
- Timely ordering of supplies, equipment repair, and/or services upon approval from program manager
- 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.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND/OR EXPERIENCE:

- High school diploma or equivalent required.
- A minimum of six (6) months to one (1) year of experience in secretarial work, data entry, customer service, and establishing positive relationships with the general public.

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

- To perform this job successfully, an individual should have a working knowledge of the Internet. Must be able to learn program software reporting systems to input and monitor data and prepare required documentation.
- Ability to work on various tasks simultaneously be a positive, reliable and contributing team member of the WAP, with minimal supervision. This position requires self-motivation, a positive attitude, 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
- Attend appropriate trainings
- Employee must be able to relate well to a diverse population



- 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:*

- Regularly required to sit, to use hands for handling or feeling, and ability to speak and hear.
- Frequently required to reach with hands and arms. Occasionally required to stand, bend, and walk. Must be able to occasionally lift and/or move up to 35 pounds.
- Specific vision abilities required by this job include close, distant, and peripheral vision, depth perception, and ability to adjust focus.

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.
- 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 partnering 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.