

**Community Action Program of East Central Oregon  
(CAPECO)  
Job Description**

<b>Job Title:</b>	<b>Eligibility Specialist</b>
<b>Department:</b>	<b>Energy &amp; Weatherization</b>
<b>Job Classification:</b>	<b>Temporary Seasonal – Sept thru Mar</b>
<b>Position Status:</b>	<b>Non-Exempt</b>
<b>Salary Level/Wage:</b>	<b>Range 5 - \$10.63/hour</b>

**Position Overview**

Provide accurate information to households requesting assistance for energy assistance programs. Determine eligibility for program, retain supporting documentation, and complete all relevant forms to be in compliance with program regulations. Print approved authorization forms, confirm payment information with energy vendors when necessary and complete denial of assistance when applicable. Assist with the agency interoffice filing, respond to telephone requests, answer questions and assist with scheduling client appointments. Data enter applications for homebound and outer area households and mail confirmation of payment assistance. Trouble shoot problems resulting from incomplete applications, duplicate applications from same households, incorrect payments and any other problems determined during data entry process.

**Major Duties and Responsibilities**

- Inform households on eligibility requirements for energy assistance.
- Determine eligibility during intake appointment in a statewide, computer data base system.
- Send applications to households who are homebound and enter returned applications into the data software system.
- Confirm payment assistance with energy vendors to prevent termination of service or reconnection of service.
- Issue Notification of Action Forms to applicant households and, in some cases, the energy vendor when assistance has been denied, and if additional information needs to be acquired to determine eligibility, and for change in payment assistance.
- Assist in the maintenance of client files retained in an alpha sequence.
- Mail confirmations of assistance to clients and energy vendors.
- Must sustain a high level of agency and client confidentiality.
- Perform other duties as assigned.

**Qualifications**

- High school diploma or equivalent.
- Excellent communication, interpersonal, customer service skills and legible handwriting.
- Two years of general office and computer experience.
- Ability to operate various types of office equipment.
- Working knowledge of Word and Excel.

THE JOB DESCRIPTION has been discussed with me, and I accept all responsibilities and can perform all duties with or without reasonable accommodations as outlined above.

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SIGNATURE

\_\_\_\_\_  
DATE

EQUAL OPPORTUNITY EMPLOYER