



# ANOKA COUNTY COMMUNITY ACTION PROGRAM, INC.

1201 89<sup>th</sup> Avenue NE • Suite 345 • Blaine, MN 55434  
Phone 763-783-4747 • FAX 763-783-4700 • Website: [www.accap.org](http://www.accap.org)

## JOB DESCRIPTION

**Position Title: Energy Assistance Intake Technician**

**FLSA: Non-Exempt**

**Class Title: Program Technician**

**Range: 3**

**Reports to: Energy Programs Coordinator**

### Position Requirements:

**Education and Experience:** One (1) year certificate from college or technical school; six (6) months to one (1) year related experience and/or training; or equivalent combination of education and experience.

**Licenses Required:** None.

**Certifications Required:** None.

**Background Investigation Required:** Search on NSOPW.

**Knowledge:** State Energy and Emergency Intake and Outreach programs, operations, policies, regulations and procedures; Social Service agencies and services they provide, computer software programs, Microsoft Word, Excel.

**Abilities:** Communicate orally and in writing; coordinate, organize, prioritize work; maintain appropriate records.

**Skills:** Read, interpret and execute program procedures; calculate figures for client served; write correspondence and present; resolve client issues by using problem solving skills; modern office procedures and practices. Computer skills using Microsoft Office products.

### Duties and Responsibilities:

Operate computer controlled intake system for the Energy Programs; receives applications; create and maintain household files in hard copy and on eHEAT system and Visions data base; log and update household files on data systems; review applications for completeness of information and income verification; determine eligibility for complete EAP applications; review daily applications needing information; prepare and send request for applications needing information; file information as received; prepare and send denial letters to households; work with difficult clients and resolve problems; process Crisis requests; work with program related vendors; Maintain clerical work flow, office files and application phone line; operate routine office equipment and word processing software; maintain filing system; keeps information current and retrievable; service inquiries from public; purge files; prepare and scan files into document imaging system; coordinate referrals and activities with various Social Service and related agencies; attend Energy and agency related meetings; assist in fundraising projects. Performs other related duties as assigned.

### Essential Job Functions:

Normal office procedures, able to lift and carry 30 pounds safely, sitting in a chair or standing for extended periods of time, repetitive upper body movement including twisting, turning, and utilizing arms, hands, and fingers on phone system, keyboarding, and sorting mail, extended visual contact with computer monitors. Must be able to communicate effectively with clients and employees throughout building.

Posting Date: 7/26/2024

Location: Blaine, MN

Closing Date: Until Filled

Supervisor: D. Miller

Status: Permanent/FT

Wage: \$16.26-\$17.87/Hour - DOQ

Benefits: Vacation, Sick, Holiday, Medical, Dental, Vision, Life, Disability, HSA, FSA, Dependent Care Reimbursement, Accident/Critical Illness Supplemental Insurance, 403(b) Retirement w/match.