



Job Announcement

Posted: 10/13/2021

Energy Support Specialist

ACCESS is an energetic, diverse, and compassionate team that creates positive change in the community every day. If you are dedicated, hardworking and have a passion for helping others, ACCESS is the place for you!

Job Title:	Energy Support Specialist (Non-Exempt)
Job Hours:	Full Time (40 Hours)
Salary:	\$16.50 to \$19.50 Hourly DOE
Benefits:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

Position Summary

The position is responsible for performing a variety of duties in support of the Energy Assistance and Weatherization programs. The position is responsible for scheduling and completing Energy Assistance intake appointments, scheduling Weatherization appointments, processing emergency assistance applications, data entry, file maintenance, determining program eligibility, and other general office duties.

Position Duties & Responsibilities

- Interview, screen, and determine client eligibility for Energy Assistance, Weatherization, and emergency assistance funding.
- Work with Supervisor to administer the Furnace repair/replacement program and the emergency assistance fund.
- Work with Lead Eligibility Specialist to determine the appropriate funding source for Energy Assistance. Complete application with attention to detail and return to the Program Supervisor or Lead Eligibility Specialist in accordance with department due dates.
- Answer phones and schedule appointments according to department time frames.
- Process and review applications as well as maintain Weatherization program waitlist. Schedule Audit, Inspection, and heater appointments for Weatherization Technicians.
- Compiles all data for Weatherization and Energy Assistance files accurately and in a timely manner.
- Input accurate information within the established department time frames into the established databases as necessary to comply with various funding sources for programs administered through Energy Assistance and Weatherization.
- Accurately track and report client information and funding expenditures as requested by the Program Supervisor.
- Coordinate with other Departments and/or Agencies to provide referrals for programs/services in the community to ensure maximum service to clients.

Position Requirements

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- Minimum of 1-year customer service experience.
- Demonstrated organizational skills and attention to detail with the ability to multitask in a variety of areas.
- Demonstrated ability to work effectively with clients and co-workers, sustain client and intradepartmental confidentiality.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web-based applications.
- Excellent oral and written communication skills.
- Able to work both independently and collaboratively.
- Valid Oregon Driver's license with record that is acceptable under ACCESS' insurance policies.



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Preferred Skills:

- Bilingual (Spanish/English).

ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

Apply by Sending Application, Cover Letter & Resume To
ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504
or Email hr@accesshelps.org

