

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: SEPTEMBER 3, 2015

ENERGY ASSISTANCE WORKER

DISTINGUISHING FEATURES OF THE CLASS: The incumbent determines eligibility for the Home Energy Assistance Program (HEAP) each heating season. Under close supervision of a higher level worker, the incumbent interviews applicants, reviews applications, and performs data-entry and routine clerical work. Incumbents must have the ability to utilize various computer systems in order to maintain electronic records. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Reviews, investigates, evaluates documents for eligibility determination of applications for assistance with fuel bills;
2. Interviews applicants for emergency assistance programs; assists in completing applications; gathers verifications needed;
3. Makes initial determinations on each application and forwards to supervisor for approval;
4. Routes data applications through full data entry;
5. Contacts vendors to confirm benefit level;
6. Utilizes a personal computer and modern software applications to perform data entry;
7. When used in Office of Aging, makes home visits as required.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: Working knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; skill in the use of a personal computer, modern software applications, and related peripherals; ability to use a personal computer and modern software applications at an acceptable rate of speed and accuracy; ability to get along well with others; ability to perform routine interviewing and clerical duties in an efficient manner; tact, courtesy, neatness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **AND** one of the following:

1. Six (6) months of full-time office clerical experience involving the use of a personal computer; OR
2. Satisfactory completion of at least fifteen (15) credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; OR
3. Satisfactory completion of a six-month program at a recognized business school.

SPECIAL REQUIREMENT IN OFFICE OF THE AGING: Possession of a valid New York State Driver's License at time of appointment and for the duration of employment.