



Job Opening
Energy Assistance Client Services Representative

The Energy Assistance Client Services Representative provides direct services for clients of the Energy Assistance Programs. Responsibilities include providing information and services to individuals seeking energy assistance, determining service eligibility, checking and processing applications, data entry, and filing. This is primarily a direct-service position with the balance of time spent performing general administrative tasks and service coordination.

Blue Mountain Action Council is committed to creating an equitable organization that is inclusive and representative of the communities we serve. We recognize that our diversity is our strength, and it is critical to advancing our mission and enhancing the well-being of participants, staff, volunteers, and the community.

As an affirmative action/equal opportunity employer, it is our policy to provide equal employment opportunities to all qualified individuals without regard to race, color, religion, national origin, marital or veteran status, genetic information, gender, age, non-disqualifying physical or mental disability, sexual orientation or any other legally protected status.

BMAC has implemented a mandatory vaccination policy requiring COVID-19 vaccination for all employees. In accordance with BMAC's duty to provide and maintain a workplace that is free of known hazards, we are adopting this policy to safeguard the health of our employees and their families, our customers and visitors, and the community at large from infectious diseases that may be reduced by vaccinations.

Employees will be required to provide a copy of their vaccination card or other medical facility provided proof for their confidential files to the HR Director when submitting their acceptance of our official offer of employment.

HOW TO APPLY: Send completed BMAC application, resume and cover letter to:

HR@bmacww.org

The job application is available in our office or online at
<https://www.bmacww.org/jobs-and-employment-opportunities>

This position is open until filled.
Questions: Lisa Mathias, Human Resources Director 509-529-4983

BLUE MOUNTAIN ACTION COUNCIL

Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE:	Energy Assistance Client Services Representative	REPORTS TO:	Energy Assistance Program Director
EMPLOYMENT STATUS:	Nonexempt	SUPERVISES:	No one

HOURS OF WORK: Up to 40 per week, based on contract funding

SALARY: \$19.13 per hour

GENERAL DESCRIPTION/BASIC FUNCTION: Responsible for providing direct services for clients of the Energy Assistance Programs. Responsibilities include providing information and services to individuals seeking energy assistance, determining service eligibility, checking and processing applications, data entry, and filing. This is primarily a direct-service position with the balance of time spent performing general administrative tasks and service coordination.

WORK CONDITIONS AND SITE: Work takes place primarily in an office setting with moderate noise level. Some travel is required in the communities and counties served by the Energy Assistance Program, and occasionally on a regional/state basis to meetings and trainings.

ESSENTIAL FUNCTIONS: *Includes the following. Other duties may be assigned.*

1. Intake, eligibility and application processing:
 - a. Take phone calls from and meet with individuals seeking energy assistance to provide information about the available programs and collect information from the individuals seeking assistance.
 - b. Determine service eligibility based on programs' requirements and information provided by the applying individual(s).
 - c. Ensure all applications are processed correctly, checking for accuracy.
 - d. At the end of each day, turn in to the Energy Assistance Program Coordinator complete applications from that day's energy appointments.
2. Services coordination and maintenance:
 - a. Schedule energy assistance appointments.
 - b. Keep complete and orderly files.
 - c. Perform accurate data entry into all data bases as required.
 - d. Assist as required in preparing periodic reports.

EXPECTATIONS OF ALL STAFF:

Accountability:

- Issues are raised and receive prompt responses
- Communicate with honest, authentic conversation, using active listening with staff and clients
- Maintain a high level of confidentiality
- Delegate responsibilities and trust the person/team will complete them to the best of their ability.
- Be well-versed in BMAC programs and services to fully meet client needs

Dignity:

- Value the contributions of each position and what it adds to the organization

- Everyone is treated as a whole, unique and capable person
- Honor the experiences and expertise our clients have regarding their lives
- Rebuild client's sense of self-worth and confidence

Diversity/ Equity /Inclusion

- Be a safe and accessible space for all
- Actively identify and root out systemic racism/implicit bias in the work place and commit to more inclusive practices
- Foster a sense of belonging among staff and clients
- Commit to a strong culture of Diversity/Equity/Inclusion

Spirit of Service:

- Deep desire to be in service to others
- Give clients our best effort/best work every time
- Stay present during client interaction
- Make an additional effort to meet client needs even when they don't fall within the scope of our programs

SKILLS AND ABILITIES REQUIRED:

1. Recordkeeping and technology:
 - a. Working knowledge of computer operations with Windows system and various software programs, particularly MS Office (Outlook, Word, Excel).
 - b. Ability to compile and to accurately input and organize data, information, and files.
2. Communications:
 - a. Ability to maintain confidentiality.
 - b. Excellent oral and written English language skills.
 - c. Ability to read and comprehend a wide variety of materials.
3. Ability to meet multiple, sometimes conflicting deadlines or workload demands by using strong organizational skills and efficiently managing time.
4. Ability to work independently as well as with a team to achieve objectives and assignments.
5. Resiliency:
 - a. Ability to work under pressure and to manage, organize and prioritize many diverse and concurrent activities and responsibilities.
 - b. Ability to be flexible when managing changing priorities and schedules, without compromising quality of outcomes, ability to complete tasks, or uphold commitments
 - c. Ability to meet multiple, sometimes conflicting deadlines or workload demands.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The employee is frequently required to work at a desk/computer station and to operate a computer and keyboard, and often uses centrally located/shared copier and fax equipment. Must occasionally lift/move file boxes (up to 30 pounds), particularly during preparation and closing of energy seasons.

QUALIFICATIONS:

1. Minimum high school diploma or GED and one to three years' related office experience, or the equivalent combination of education and experience.
2. Preferred: Bilingual English/Spanish language skills.

NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.