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| Job Title: | **Weatherization Intake Specialist** |
| Department: | **Community Services** |
| Reports to: | **Weatherization Program Manager** |
| Grade: | **PA** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Lisa Ritter** |
| Date: | **September 11, 2019** |
| “Strengthening our communities by empowering people to overcome barriers, build connections, and improve their quality of life.” | |
| Purpose:  As a member of the Weatherization staff, the Intake Specialist is responsible for the administrative and supportive tasks necessary with client intake, production scheduling, file maintenance, procurement, and filing documentation for all associated agencies and funders, to ensure programmatic standards are met to comply with State and Federal requirements. | |
| Essential functions:   * Client intake * Energy audit scheduling * File processing * Work with vendors and contractors * Track utility usage * Client interaction before, during, and after jobs * Assist other staff members with time sensitive requests * Additional projects/tasks as necessary | |
| Position Objectives:   * Timely and accurately process intake documents. * Maintain all administrative standards for the program, while upholding internal controls requirements. | |
| **Measured by:**   * Employee reviews * Monitoring results * Client satisfaction surveys | |
| **Minimum Education:**   * High school diploma. * AA, BA, BS degree with business experience preferred. | |
| **Minimum Experience:**   * Must have 2 years of experience in office administration. * Experience with construction related business or non-profit a plus. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Must have experience with Excel and Excel-based software. * Must be able to create spreadsheets, including formulas, graphs, and reports. * Must have experience with all other MS platforms and be able to write simple business letters. * Filing experience, multi-tasking, customer service, and graphic arts experience preferred. | |
| **Minimum Physical Expectations:**   * Must be able to lift 20lbs. * Ability to sit for extended periods at a computer workstation. * Must be able to type at 40wpm with accuracy. | |
| **Minimum Environmental Expectations:**   * Must be able to work in an office setting and be around various allergens without reaction. | |