

## JOB DESCRIPTION

**JOB TITLE:** Eligibility Clerk

**SUPERVISION RECEIVED:** Reports to and works under the general supervision of Energy Assistance Supervisor who assigns duties and reviews work for effectiveness according to established work standards.

**SUPERVISION EXERCISED:** This is a non-supervisory position. Lead work/coordination of the work of others is not a typical function assigned to this position. Incumbents in this position may provide training and orientation to newly assigned personnel.

**POSITION SUMMARY:**

Screens clients to determine eligibility, verifies information provided and provides information regarding pertinent programs. Depending on the season, position may not interact with clients and be assigned to data entry and reviewing intake applications and verifying backup documents.

**ESSENTIAL FUNCTIONS/ DUTIES & RESPONSIBILITIES**

*The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.*

- Interviews clients, obtaining information and documentation regarding eligibility for energy conservation and assistance programs.
- May routinely enter data into computer files, review computer files, review computer printouts for accuracy and retrieve data from computer files.
- Provides information to clients concerning availability of various assistance programs.
- Data entry including but not limited to entering application information into various databases.
- Verifies eligibility information for accuracy and compliance as required.
- Maintains records and files; prepares authorization vouchers for payments to client or utility.
- Maintains regular attendance and punctuality.
- A professional and courteous manner and an ability to work harmoniously with other employees, funders and the general public are required.
- Accepts and performs other work as assigned.

**QUALIFICATIONS & REQUIREMENTS**

**EDUCATION AND EXPERIENCE:**

High School diploma or equivalent. One-year experience involving direct public contact; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of the various social services. Must have demonstrated ability to interact effectively with public. Ability to perform mathematical computations.

**SPECIAL REQUIREMENTS:**

Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this classification.

Valid Oregon Driver License with insurable driving record to occasionally travel to other office locations as necessary.

**WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS**

*The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Usual office working conditions. Typically exposed to office noises and interruptions such as printers, telephones, clients. In the performance of job duties, the employee is frequently required to sit, talk or hear, walk, use hands to finger, handle, or feel objects, or controls, and reach with hands and arms.

I certify that I have read and understand the responsibilities assigned to this position.

Employee Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

