

AREA IV AGENCY ON AGING AND COMMUNITY ACTION PROGRAMS, INC.

Position Description

POSITION: Energy Assistance Program Intake Specialist

DEPARTMENT: Energy Assistance Program

REPORTS TO: Energy Assistance Program Coordinator

FLSA STATUS: Temporary, Full or Part Time, Non-Exempt

POSITION PURPOSE AND OBJECTIVES: To serve low-income households by providing intake and eligibility determination for the Energy Assistance Program (EAP) provided by Area IV Agency in its designated Community Action Program Counties: Boone, Carroll, Clinton, Hamilton, Hendricks, Tippecanoe, and White.

ESSENTIAL JOB FUNCTIONS:

- Review and verify accuracy of program participant applications and supporting documentation to determine Energy Assistance Program eligibility.
- Complete all required paperwork and eligibility determinations accurately and in a timely manner consistent with the program's Federal and State regulations.
- Accurately and precisely enter and upload all necessary data and information from applications into the required program data systems.
- Provide excellent customer service and assist program participants via phone or in person, offering clear guidance on program requirements, application procedures, and available resources.
- Attend relevant training to obtain and enhance program related knowledge, as required.
- Work in cooperation with other staff to complete assignments according to State and Federal guidelines.
- Work with other community agencies and utility companies, as the need arises, in cooperative effort to serve the clients in the Area IV Agency service area.
- Adhere to professional standards of conduct, confidentiality and all other ethical and legal standards of conduct.
- Assist with community outreach activities throughout ALL Area IV Agency EAP Counties to increase awareness and participation in the Energy Assistance Program.
- Other duties as assigned by the EAP Coordinator and Deputy Director of Community Action Programs.

REQUIREMENTS AND QUALIFICATIONS:

High school diploma or equivalent and one (1) year experience working with the public. Must possess excellent oral and written communication skills and be able to effectively communicate with staff, clients, and inter/intra agencies. Must possess the ability to evaluate and react to change in a positive and productive manner. Must possess the ability to organize and multi-task as well as exercise critical thinking skills to solve problems and perform mathematical calculations with a high level of accuracy. Must possess strong computer skills and learn new computer systems and programs. Must have the ability to maintain client confidentiality and to exercise ethical judgment, integrity, dependability and accountability in the performance of duties. Must complete a full background check.

PHYSICAL REQUIREMENTS:

To perform the essential functions of this job, the employee is regularly required with or without reasonable accommodation to sit, stand, bend and reach with manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, copy machines, telephones and other office equipment. Requires normal range of hearing and vision without or without aides and/or reasonable accommodation. May require lifting of up to fifteen (15) pounds.

ACKNOWLEDGEMENT:

Acknowledgement of this Position Description does not constitute a contract of employment. This position can be modified at any time for any reason with authorization from the Executive Director. Area IV Agency on Aging and Community Action Programs, Inc. is an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

Employee/Date

Executive Director/Date

Updated August 2026