Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Temporary Quality Assurance Reviewer (Grant Funded)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Community Impact</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Director Basic Needs</td>
</tr>
<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
</tr>
</tbody>
</table>

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Summary & Scope:

The Low-Income Home Energy Assistance Program (EAP) is designed to assist eligible low-income households pay for winter energy services. EAP will provide a one-time benefit to eligible households to be used for energy bills. Quality Assurance Reviewers understand Energy Assistance Program (EAP) data management protocols and procedures to ensure program compliance. Ensure applications are error free and processed timely, while adhering to all compliance regulations set forth by Indiana Housing and Community Development Authority (IHCDA).

Routinely review and update customer data records to ensure system data is accurate and complete. This is a fast paced job requiring professional, courteous, and effective communication with clients, staff, volunteers, partner agencies, and the general public.

Essential Duties & Responsibilities include the following;

- Reviews a minimum of 30% of all applications, as well as all crisis applications to ensure forms do not contain errors and verifies that all information is documented and complete.
- Understand program guidelines and procedures for completing application forms so errors can be detected and corrected.
- Communicate effectively with and relate positively to customers, agency staff, and other social service agencies.
- Check customer income as shown on application and checks benefits to be given compared to matrix guidelines.
- Make corrections to applications or if necessary contacts the intake worker who prepared the application to add or correct necessary information.
- Notify customers if a correction in benefit is necessary.
- Ensure all customer folders are established in accordance with IHCDA guidelines.

Other Duties & Responsibilities

- Promote a cooperative spirit within the organization and among internal and external Indy EAP Participants.
- Perform miscellaneous job-related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, be physically present in the office, as well as travel to satellite locations in Marion County, IN as needed. The requirements listed below are representative of the basic knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High School/GED with 1 to 2 years’ experience working with low-income individuals and families;
• Computer skills and ability to prepare documents and related software applications;
• Excellent communication skills and ability to effectively work with diverse participants; those in high stress situations.
• High level of concentration;
• Ability to gather data, compile information and enter data in a timely fashion;
• Knowledge of community support services
• Records maintenance skills;
• Maintain a high level of client confidentiality.
• Reliable transportation

Core Competencies:
Interpersonal Communications, Integrity/Accountability, Customer Service, Strategic Thinking,
• Detail oriented
• Ability to perform repetitive functions without affecting accuracy
• Ability to collect and keep accurate records.

Diversity/Inclusion (Staff/Volunteer), Relationship Building

Language Skills:
Ability to read, analyze, and interpret general business periodicals, professional journals, financial reports, or governmental regulations. Ability to write reports and business correspondence. Ability to respond to inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information and respond to questions from top management, clients, customers, and the general public.

Mathematical Skills:
Ability to calculate figures and amounts such as proportions and percentages.

Reasoning Ability:
Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Other Skills and Abilities:
Excellent public relations skills. Computer proficient. Ability to travel, work long hours and work well with others.

Physical Demands:
While performing the duties of this job, the employee is regularly required to talk or hear. Must have the ability to handle stress. The employee is occasionally required to sit; use hands to finger, handle, and feel; and reach with hands and arms. Specific vision abilities required by this job include appropriate vision needed to drive as required for a valid driver’s license.

Work Environment:
While performing the duties of this job, the employee works primarily in an inside office environment. The noise level in the work environment is usually moderate.