



Temporary EAP Scheduling Specialists

Position Summary:

The Low-Income Home Energy Assistance Program (LIHEAP) is designed to assist eligible low-income households pay for winter energy services. LIHEAP will provide a one-time benefit to eligible households to be used for energy bills. Energy Assistance Scheduling Specialists provide customer service to applicants, pre-qualify for program eligibility and schedule EAP appointments. 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:

- * Pre-qualify clients to determine eligibility for EAP program;
- * Schedule appointments at various satellite locations throughout Marion County, Indiana during the EAP season;
- * Utilize Information and Referral software program and complete required documentation on every call;
- * Provide excellent customer service to program participants and accurately respond to inquiries about the program;
- * Refer customers to community resources and other organizations as needed; may determine or participate in determining customer's eligibility for financial assistance;
- * Perform miscellaneous job-related duties as assigned.

Education and/or Experience:

- * Computer skills and ability to work with related software applications to prepare documents;
- * Excellent communication skills and ability to effectively work with diverse participants, especially those in high stress situations;
- * Reliable transportation
- * High level of concentration;
- * Ability to gather data, compile information and enter data in a timely fashion;
- * Knowledge of community support services;
- * Maintain a high level of client confidentiality;

To apply:

Email employment@connect2help.org (If this link does not open a pre-addressed email on your computer, please copy and paste or type this address into your email window). Attach both a cover letter and resume. Documents may be in Word (*.doc, *.docx), Adobe PDF (*.pdf) or text (*.txt, *.rtf) formats. Only electronic submissions will be considered. NO CALLS, PLEASE.