

**United Way  
of Central Indiana**



**Temporary Intake Specialists (Grant Funded)  
Community Impact – Basic Needs**

**Please apply at [www.indveap.org](http://www.indveap.org)**

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***United Way harnesses the collective compassion and resources of our community to help people learn more, earn more and lead safe and healthy lives.***

We pursue this vision in all we do as we ask our community to give, advocate and volunteer. We believe that vision can only be achieved if pursued with shared values, and therefore place great emphasis building a team that will pursue this vision together with CARE.

**Courage**

**Accountability**

**Respect**

**Excellence**

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**Position Summary**

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. Energy Assistance Intake Specialists provides direct customer service to applicants. Specialist ensures application completion and documentation and verifications adheres to all compliance regulations set forth by Indiana Housing and Community Development Authority (IHCDA).

This is a fast paced job requiring professional, courteous, and effective communication with clients, staff, volunteers, partner agencies, and the general public.

**Position Duties & Responsibilities:** include the following;

*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.*

- Process mail-in applications on a daily basis.
- Accept applications at various satellite locations throughout Marion County, Indiana during scheduled appointment times.
- Good understanding of Energy Assistance Program policies to be able to detect, question and correct errors on applications
- Interview customers to determine nature and degree of need.
- Support individuals in completing benefit enroll applications and data entry related to corresponding programs
- Provide excellent customer service to program participant and accurately respond to inquiries about the program;
- Gather information related to social factors contributing to customer's situation; evaluates these together with customer's strengths.
- Assist customers establish strategies and plans to improve their financial and personal lives
  
- Refer customers to community resources and other organizations as needed; may determine or participate in determining customer's eligibility for financial assistance.
- Promote a cooperative spirit within the organization and among internal and external United Way 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. 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**

United Way of Central Indiana's team is evaluated on the following core competencies:

- Courage
- Accountability
- Respect
- Excellence
- Thinking Strategically
- Stakeholder Experience
- Effective Communication

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<b>Position Leader:</b>	Mary Jones
<b>FLSA Status:</b>	Hourly, Non-Exempt, Temporary Position
<b>Hourly pay Rate:</b>	\$13.00 / hour
<b>Benefits:</b>	Temporary position – No benefits available

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**United Way of Central Indiana - *Equal Opportunity Employer***

**Please apply at [uwci.org/careers](http://uwci.org/careers)**

*This position description does not constitute a contract of employment and UWCI may exercise our employment-at-will rights at any time.*