



WORCESTER COMMUNITY ACTION COUNCIL, INC.
The Antipoverty Agency for Central Massachusetts
484 Main Street, 2nd Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810
Telephone: 508.754.1176 ♦ Fax: 508.754.0203 ♦ Website: www.wcac.net

MEMORANDUM

Intake Associate, LIHEAP, Full Time (37.5 Hours)

WCAC seeks to hire an Intake Associate for the Heating Assistance Program--LIHEAP. Intake associates will provide excellent customer service to income-eligible household members who are applying for Fuel and Heating Assistance throughout the year. The successful candidate will have a High School degree or equivalent, excellent attention to detail, a strong work ethic and a willingness to assist clients from all backgrounds. Data entry, computer skills and customer service experience are required. Bilingual individuals are strongly encouraged to apply.

Qualifications:

- High School Diploma or GED/ HiSET equivalent required.
- Ability to handle incoming and outgoing calls for the agency and to greet clients and visitors.
- Excellent organizational and computer skills, including all systems used within the agency and Microsoft Office.
- Ability to speak and write in Vietnamese as a second language preferred, other languages a plus.
- Strong communication skills and experience dealing with customers in person preferred.

Special Certification or Documentation:

- Must have reliable transportation.
- May be asked to work extended hours during the peak of the fuel season.

Duties and Responsibilities:

- Perform general reception duties: greet clients, and visitors, answer telephone, transfer calls, and file processed paperwork.
- Respond to general questions relative to the LIHEAP program.
- Perform the data entry and intake of applications. Successfully complete all applications to the point of pending certification.
- Distribute LIHEAP paperwork and file the client and program related records.
- Provide accurate program information and arrange appropriate referrals to other programs and agencies to the applicants and visitors contacting the agency.
- Place outgoing telephone calls to clients as needed for program compliance.
- Assist in generating program related notices and reports.
- Assist in sorting, opening, date-stamping, and filing incoming and outgoing mail and documents.
- Provide backup to the front desk assisting clients and answering phones when needed.
- Attend trainings and meetings with the LIHEAP team.
- Work toward learning application certification.

Send cover letter and resume specifying position to: Human Resource Department, Worcester Community Action Council, Inc., 484 Main Street, 2nd Floor, Worcester, MA 01608 or via email to hr@wcac.net. AA/EOE. **Resumes must be received by September 15, 2017.**