



The Urban League of Metropolitan St. Louis, Inc.

POSITION DESCRIPTION

TITLE OF POSITION: Weatherization Intake Specialist

IMMEDIATE SUPERVISOR: Director of Weatherization

CLASSIFICATION: Non-Exempt

A. GENERAL SUMMARY

The Weatherization Intake Specialist performs a variety of administrative and clerical functions relating to activities within the Weatherization Program. This person is also primarily responsible for directly working with Urban League clients to provide services and when appropriate refer clients to other programs and support other Urban League team members in the delivery of services.

B. DUTIES AND RESPONSIBILITIES OF THE POSITION

Duties are described in major areas in order of importance, and after each major area, the approximate percentage of time working on various components of the job is estimated.

PROGRAM ADMINISTRATION AND COORDINATION (85%)

1. Coordinates, maintains, and regularly updates the Weatherization Master List identifying where clients are currently in the process.
2. Administer application process to ensure appropriate number of clients in various stages of completion.
3. Assist in planning, coordinating, and marketing outreach and community events.
4. Reviews vendor invoices for accuracy and submits check requests for approval per approved procedures in a timely manner.
5. Provides intake, assessment and customer service for all Weatherization clients.
6. Provides one-on-one service and guidance of what assistance can be provided; refer clients to other services when appropriate.
7. Implements strategies under supervision of the Director to implement better coordination of direct services agency wide for low-income clients.
8. Works as a member of direct service delivery team to develop and maintains inter- and intra-agency referral networks.
9. Identify and liaison with existing coalitions and other community resources to undertake collaborative efforts and meet strategic goals.
10. Develops and sends flyers, brochures, postcards, and fact sheets to outreach partnering agencies and community leaders regarding agency events as needed.
11. Represents the Agency at community events.
12. Plans, develops, and implements ongoing departmental programs consistent with the Agency's mission.
13. Performs the day-to-day operations of the program to meet contractual goals and objectives.
14. Assists with special holiday outreach activities.
15. Other duties as assigned.

RECORD KEEPING (15%)

1. Establish and maintain Weatherization client files per state guidelines and internal procedures.
2. Maintain proper logs of participants' services.
3. Responsible for client monitoring, case planning and implementation.

4. Tabulates and manages United Way of America Services Identification Systems (UWASIS) service categories for reporting purposes.
5. Establishes and maintains files concerned with projects, services offered and or policy matters; records actions taken on sensitive issues and is responsible for releasing information to authorized parties.
6. Submits verbal and/or written reports to the Director of Weatherization, Division Operating Officer, and Chief Operating Officer on division activities and status as necessary.

C. SUPERVISION EXERCISED

No direct supervision.

D. KNOWLEDGE AND ABILITIES

Knowledge: Thorough knowledge of the policies and procedures of the Urban League of Metropolitan St. Louis and the state of Missouri Weatherization guidelines. Knowledge of time management techniques, human relations and organizational skills; letter and report composition, grammar and punctuation; Microsoft Office Suite computer software applications.

Ability to: ability to improve existing programs as well as create new programs; demonstrate tact and discretion in preparing, disclosing, and handling information of a confidential and sensitive nature; establish work priorities and remain flexible; efficiently respond in a calm and effective manner to a variety of demands and projects; ability to meet established deadlines; understand and interpret procedures, policies, and guidelines; ability to communicate clearly and distinctly with visitors and telephone callers, provide courteous information and service to the public, organize and maintain record and filing systems; type correspondence accurately; work independently and make sound decisions.

LANGUAGE SKILLS

- Ability to communicate ideas and instructions orally and in writing.
- Ability to write reports and business correspondence
- Ability to read, analyze, and interpret general business journals and technical procedures.
- Ability to speak before groups of individuals.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts and percentages.

REASONING SKILLS

- Ability to define problems, collect data, establish facts, and draws valid conclusions.
- Ability to interpret, implement, and complete assigned tasks following an extensive variety of instructions.
- Ability to summarize conclusions and instructions, then make recommendations and develop implementation strategies.
- Ability to maintain strict confidentiality at all times, including the ability to recognize situations in which confidentiality is required.

E. EDUCATION AND EXPERIENCE

Education: The above knowledge and abilities are typically acquired through a combination of education and experience. Education background should equivocate minimally to a bachelors degree in social work or related human service field. Courses in public administration and three years of experience working with disadvantaged, low income clients and the general community are desirable.

STATEMENT OF UNDERSTANDING

I have read and understand the above position description. I assert that I am able to perform the essential job functions, and satisfy the expectation for regular attendance.

Employee Signature

Date

Printed Name

Supervisor Signature

Date

Administrative review and approval:

Signature

Title

Date