MERCED COUNTY COMMUNITY ACTION AGENCY
1235 W. Main Street, Merced, CA • (209) 723-4565 • FAX (209) 723-1543 MAILING ADDRESS: P.O. Box 2085, Merced, CA 95344-0085

Rebecca Guerra
Board Chairperson

Brenda Callahan- Johnson
Chief Executive Officer

POSITION DESCRIPTION

LIHEAP INTAKE WORKER

ENERGY/WEATHERIZATION DEPARTMENT

OVERVIEW:

Under supervision of the Lead LIHEAP Intake Worker, incumbent will provide direct services and community outreach, and assist clients in obtaining needed LIHEAP Utility Assistance services. This is a non-exempt position.

ESSENTIAL FUNCTIONS:

- Perform outreach, intake, and determine client eligibility;
- Input applications to a computer database;
- Provide information to clients regarding their application;
- Refer individuals to other community agencies or resources if necessary;
- Maintain records; assist in preparing reports and processing approval applications for payment;
- Drive to offsite locations for community outreach;
- Represent and speak on behalf of the Agency before community groups;
- Encourage and organize community participation in the program;
- Maintain client confidentiality and excellent customer service;
- Attend workshops and staff meetings;
- Perform miscellaneous duties to support Department and Agency goals

EXPERIENCE, KNOWLEDGE AND ABILITIES:

- Bilingual: **English/Spanish** is a must
- Two years' experience in community work;
- Knowledge of community resources;
- Ability to perform general office, record keeping and simple math accounting tasks;
- Computer literate; ability to use word processing and spreadsheet software;
- Ability to follow written and oral directions and communicate effectively orally and in writing;
- Ability to enlist community support and work cooperatively with seniors, low-income clients, staff and volunteers

LICENSES:

- Valid California driver's license, current DMV report, reliable transportation, and California vehicle insurance.

PHYSICAL REQUIREMENTS:

- Ability to walk, stoop and squat as needed; ability to lift and carry up to 40 pounds occasionally and to sit as much as 60 % of scheduled time; performing the essential functions of the position, with or without reasonable accommodation.

EDUCATION:

- High school graduate or GED

IT IS THE RESPONSIBILITY OF THE EMPLOYEE TO MAINTAIN THE REQUIRED KNOWLEDGE AND ABILITY FOR THIS POSITION

***All JOB OFFERS ARE CONTINGENT UPON COMPLETING A BACKGROUND AND PHYSICAL**

SALARY RANGE:
$20.09 (65.6-1) |**$21.09** (65.6-2) |**$22.15** (65.6-3) |**$23.26** (65.6-4) |**$24.43** (65.6-5) **40 hours/wk.**

BENEFITS: Offer Medical, Dental, & Vision. Life Insurance (100% paid by employer), 403B Plan (Employer match up to 7%), and Step Increases of up to 5% after 1 year of employment.

JOB SITE: MERCED
APPLY AT: mercedcaa.org
DEADLINE: Open Until Filled
NOTE: POSTMARKS WILL NOT BE HONORED

THIS IS NOT A COUNTY POSITION