



101 E Market Street
Aberdeen, WA 98520

JOB DESCRIPTION

TITLE: LIHEAP Program Associate – Bilingual (Spanish-English)

PROGRAM: Energy/Home Assistance

SALARY RANGE: \$21.87-26.14/hour

DEPARTMENT: Development

POSITION TYPE: Full-time, Hourly - **Temporary**

POSTING STATUS: **Open until filled. First review on October 10, 2023**

IMMEDIATE SUPERVISOR: Energy/Home Assistance Program Coordinator

SUMMARY DESCRIPTION: This position supports utility and other home energy assistance programs offered by CCAP to support the stability of low-income households in Grays Harbor and Pacific Counties. The position is named for the Low-Income Home Energy Assistance Program (LIHEAP), but supports and must be expert in a number of assistance programs. The successful candidate will be customer-service oriented, flexible, and willing to take on new programs and duties on short notice.

Applicants must be fluent in Spanish, with English proficiency. Depending upon need, the LIHEAP Program Associate may be assist participants who prefer either Spanish or English.

This is a full-time, temporary position. The position is initially authorized for six months beginning in October 2023. However, the position may be extended depending upon need.

The LIHEAP Program Associate will be based at our main office in Aberdeen, WA. However, some travel during work hours is expected to support our offices and provide outreach throughout Grays Harbor and Pacific Counties.

FUNCTIONAL RESPONSIBILITIES:

1. Effectively learn all program guidelines, policies and procedures.
2. Schedule and conduct interviews with persons requesting assistance, in-person, by phone or by virtual platform.
3. Consistently apply program eligibility criteria.
4. Review and verify required documentation.
5. Consistently use service documentation tools and procedures, including electronic data management platforms.
6. Interact effectively with partner agencies.
7. Connect customers with other resources.
8. Work effectively within a team.
9. Recommend changes to improve the design and operation of each program.
10. Perform other duties as assigned, including working in other Department programs.

MINIMUM QUALIFICATIONS

1. High School Diploma or equivalent.
2. Bilingual (Spanish-English)
3. Professional experience in providing customer service.
4. Ability to pass and maintain a background check.
5. Current WA Driver's License and auto insurance. Clear driving record is required.
6. Excellent written and oral communication skills.

PREFERRED QUALIFICATIONS

1. Associates Degree in relevant field of study.
2. Experience using data management systems.
3. Lived experience using energy assistance or other low-income supports.
4. Proficiency in Microsoft Office suite.
5. Other cultural competencies that enhance CCAP's capacity to engage and support diversity in client cultures and experience.

LOCATION/WORKING HOURS: M-F, 8a -5p. Hours may vary according to program needs, including occasional evenings and weekends. The position supports Grays Harbor and Pacific Counties. While the position is based at our Aberdeen, WA office, occasional travel within both Counties may be required.

This position is subject to pre-employment drug testing.

It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.