

Job Announcement

Position: Customer Service Representative	Department: Office of Home Energy
Location: Hughesville, MD	Employment Status: Full-Time
FLSA: Non-Exempt Grade: 9	Compensation: \$14.00 per hour to \$20.56 per hour
Weeks Worked: 52	Work Per Week: 40 – [Monday – Friday]
Opening Date: June 9, 2020	Closing Date: Until Filled

Summary of Job Description: Responsible for verifying information submitted on Office of Home Energy Application is accurate and ready for certification. Provide assistance to the office staff with outreach activities, answering telephones and assistance with customers at the main office and or other location as needed. Enter data accurately and efficiently into required database(s). This position is directly responsible to the Energy Director for the satisfactory performance of the essential job functions.

Summary of Requirements: *High School Diploma or equivalent.* Valid Maryland Drivers License. Excellent communication skills (both written and oral), ability to deliver and engage in difficult conversations that may include program guidelines and criteria. Ability to work independently. Customer Service experience with an ability to address and prioritize client situations requiring immediate action/attention. Competency with computers and data systems

Responsibilities and Duties:

Provides Direct Services to Customers

- Intake and assessment interviews for clients seeking services.
- Knowledge of and experience with utilizing standard and specialized software applications.
- Experience in working in crisis situations in person and via telephone, with the ability to remain professional in manners as well as empathetic.
- Respond to customer inquiries proficiently and thoroughly explains the requirement to qualify for energy programs to potential clients.
- Maintain the Productivity Standard as required by State of at least 55 client applications each week.

Responsible for accurate and timely data entry

- Responsible for the computerized intake for eligible applications for energy assistance by establishing client file on the Energy State System.
- Must stamp Application Received Date and maintain a Customer Representative daily intake log.
- Must input Request for Additional Information if necessary.
- Denials recorded and given to certifier daily.
- Data entry of Client information for CAP60.

Responsible for evaluating programmatic eligibility

- Validate documentation put in applicant's file (highlighting necessary fields).
- Collect proof of all income and accurate calculation of 30 days income, assists clients in obtaining additional information when necessary.
- Investigate and report suspected Intentional Program Violations (IPV) to program director.
- Obtain necessary documents and information from the State of Maryland CARES database.

- Report instances of two (2) years zero income for Wage Screening.
- Make preliminary determination of client's eligibility.
- Calculate 12-month kilowatt-hours from Utility Company.
- Verify 12-month therms usage for Washington Gas customers.
- Inform customer, if eligible, OHEP Arrearage and OHEP Vulnerable Arrearage.
- Scan all required customer documentation into the ECMS system with the State.
- Verify vendor is on approved list provided by State.
- Record crisis information November 1 – March 31.
- Modify clients' applications as needed for completion.
- Maintain the 45 days deadline for a turn around about customer's applications.

Provide outreach services to Calvert, Charles and St. Mary's

- Refer clients to other resources for assistance if additional assistance is needed.
- Make home visits when necessary.
- Communicate and follows verbal and written instructions.
- Maintain a daily intake log.
- Inform customers of the Weatherization program.

Enter Data accurately and efficiently into the OHEP Database

- Maintain productivity standard as required by State of at least 60% applications entered each week.
- Screen applications for Social Security Number (SSN) validation and make corrections as necessary before submitted for certification.

Assist Office staff with customer services related activities

- Assist with outreach activities in the communities.
- Answer office telephones and transfer messages as needed.

Attend monthly staff meetings and other trainings when applicable.

Licenses or Certificates:

Current valid Maryland Drivers License.

Special Requirements:

State and Federal Bureau of Investigation Criminal Background Check, National Sex Offender Public Registry Check, Physical, Tuberculin PPD Tine Test at time of employment, and annually, or by physician requirement, thereafter, and Pre-Employment, Random, Post-Accident Drug and Alcohol testing.

Physical Demands:

Work requires limited physical efforts.

Applications Accepted By: Mail and Online	
<u>Mail to:</u> SMTCCAC, Inc. - Human Resources Dept. P.O. Box 280 Hughesville, MD 20637	<u>Online at:</u> www.smtccac.org
Required Documents: The following documents are required based on job: In addition to your application and resume please provide a copy of your high school diploma. Applications and Documents submitted with missing information will not be considered. Do not send application's via Fax.	

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