



## POSITION ANNOUNCEMENT

**Title:** Temporary LIHEAP Specialist  
**Job Location:** 424 S. 2<sup>nd</sup>. Ave., Okanogan, WA 98840

**Description:**

Okanogan County Community Action Council is seeking a motivated individual to fill our Full Time, Temporary LIHEAP Specialist position. This position would be Temporary employment estimated from mid-September 2024 through the end of February 2025.

The LIHEAP Specialist will perform routine tasks of data and file management nature as needed to assure the efficient operation of The LIHEAP program. This position includes entry level up to complete competency on all file requirements and training as noted.

This position requires the employee to have strong communication and interpersonal skills, a demonstrated understanding of the low-income culture, and experience or education in weatherization and repairs. Bilingual (English/Spanish) is desired.

OCCAC is a local non-profit agency comprised of a volunteer board and paid staff members who help clients throughout Okanogan County with various social service needs. Okanogan County Community Action Council's mission is to lead a revolt on poverty through education, empowerment, and engagement.

**Wages and Benefits:** This position is paid starting at \$17.34 to \$19.52 per hour as a non-exempt employee, with a salary range of \$17.34 - \$19.52 per hour. Wage is based on knowledge, skills and experience.

**How to Apply:** Visit our website at [www.occac.com](http://www.occac.com) to view the job opening. Click the "About Us" tab at the top of the page. Then select the "Employment" link. **Interested applicants must submit an OCCAC job application, cover letter & resume to:** Okanogan County Community Action Council, Attn: HR, P.O. Box 1067, Okanogan, WA 98840, [hr@occac.com](mailto:hr@occac.com).

**Application Deadline:** First review is August 27, 2024. Open until filled.

*Okanogan County Community Action Council is an equal opportunity employer.*

Position title	Department	Reports to
Temporary LIHEAP Specialist	Housing	Housing Construction Manager
Employment status	FLSA status	Effective date
<input checked="" type="checkbox"/> Temporary <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time. (40 hours per week)	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	8/9/2024

## Position Summary

The LIHEAP Specialist will perform routine tasks of data and file management nature as needed to assure the efficient operation of The LIHEAP program. This position includes entry level up to complete competency on all file requirements and training as noted.

The LIHEAP Specialist position is supervised by and accountable to the Housing Construction Manager.

## Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

- Provide intake, assessments, and customer service for all LIHEAP clients.
- Gather information and documentation required to determine client household eligibility for LIHEAP assistance and non-governmental funding sources.
- Perform processes with accuracy and adherence to program regulations.
- Mail, print, copy, scan, and fax LIHEAP transmittals daily.
- Maintain an organized filing system of client files and other necessary documentation.
- Prepare and generate reports according to established deadlines.
- Assist in program outreach efforts and represents the agency at community events.
- Provide excellent customer service and maintain confidentiality of client information.
- Perform general filing, photocopying, typing as needed.
- Enter client data into agency centralized database as well as required program databases.
- Maintain working understanding of program and grant requirements to ensure positive monitoring results.
- Attend agency related training as required.
- Perform other duties and/or projects as assigned by the Housing Construction Manager.

## Minimum Qualifications (Knowledge, Skills, and Abilities)

**Experience:** Entry Level

**Education:** Highschool Diploma/GED

### Preferred knowledge:

- Demonstrated understanding of low-income culture

### Skills:

- Proficiency in Microsoft Word, Excel, and Outlook
- Strong communication and interpersonal skills
- Strong organizational and detail-oriented skills

**Abilities:**

- Bilingual (English/Spanish) desired
- Ability to work on a team
- Ability to perform accurate, timely detail work under deadlines
- Ability to type and competency in Microsoft Office programs
- Ability to use and maintain client management systems
- Willingness & ability to travel on agency business
- Valid Washington Auto Insurance coverage
- Valid Washington State driver's license with acceptable driving record

**Physical Demands:**

*Sitting:* Administrative staff typically spend a significant amount of time sitting at a desk or workstation to perform their duties.

*Computer Use:* Regular use of computer systems and office equipment is common, requiring proficiency in typing, data entry, and use of software applications.

*Phone Communication:* Handling phone calls and possibly prolonged periods of talking on the phone.

*Filing and Organization:* Occasionally involves lifting or carrying files or boxes of documents, though typically not heavy lifting.

**Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

*Office Setting:* Administrative staff usually work indoors in a climate-controlled office environment.

*Noise Levels:* The office environment can vary in noise levels, ranging from quiet work areas to more active and interactive settings.

*Collaboration:* Interaction with colleagues, supervisors, and occasionally clients or visitors is typical, requiring good interpersonal and communication skills.

*Work Hours:* Generally, follow standard office hours, though occasional overtime or flexibility may be required depending on the organization's needs.

**Additional Considerations:**

*Ergonomics:* Awareness of ergonomic practices for desk setup and posture to minimize strain or injury.

*Multitasking:* Ability to manage multiple tasks and priorities efficiently in a fast-paced environment.

*Confidentiality:* Often required to handle sensitive information and maintain confidentiality.

*Professionalism:* Maintaining a professional demeanor and appearance is usually expected.

## **OCCAC Values**

### **Integrity**

- We treat the community members we serve with humanity, compassion, and excellent customer service no matter the circumstances they are facing.
- We do what we say we will do. Promises made, promises kept.
- We actively cultivate an environment of trust and honesty.
- We are dependable, knowledgeable, and honest in our daily work.

### **Accountability**

- We do our work with high quality and transparency.
- We are flexible and adaptable to meeting community needs.
- We actively listen and are open to feedback and improvement.
- We take responsibility for our mistakes and learn from them.

### **Advocacy**

- We ensure that the people and communities most affected by poverty are visibly leading our work.
- Our diverse community is represented in our staff and the services we provide.
- We help navigate and fight against bureaucracy and systems that are inequitable and keep people in poverty.

### **Community**

- We pitch in when there is a need for our community, clients, and coworkers, to support their success.
- We actively listen to our community members, so they feel heard and have a voice.
- We have empathy for people in need and help them catch a break. Everyone deserves a chance.
- We work closely with partner organizations to strengthen our impact.
- We welcome energetic conversations across diverse perspectives and challenge each other respectfully by focusing on the idea and not the person.
- We uplift each other and make each other laugh

To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at-will relationship.

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.

### **Note**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and

requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.