



JOIN OUR TEAM AND MAKE A DIFFERENCE!

"Action Inc is a non-profit organization dedicated to developing pathways out of poverty in Southwest Montana through innovative, community-based, collaborative approaches."

COMPETITIVE COMPENSATION AND BENEFITS!

Eligibility Technician

Employment/FLSA Status: Full-Time (36-40 hrs/wk)/Non-Exempt; Seasonal

Wage: Starting at \$13.81 per hour

Open until filled!

Position Description: We are currently seeking an energetic person to join our team and perform the duties of the Eligibility Technician. Through a respectful, constructive, and energetic style guided by the objectives of the organization, the position plays an integral role in the administration of Community Action programs. The successful candidate is responsible for making appropriate determinations as to the eligibility of applicants for energy assistance, housing assistance or emergency services. This is accomplished through the gathering and examination of proper documentation in accordance with all applicable local, state and federal program regulations.

Duties and Responsibilities

Eligibility Determination: Schedules appointments and interviews applicants for LIEAP, Energy Share and Housing Choice Vouchers, and determines eligibility by gathering required documentation, completing necessary paperwork and making a sound determination based on analysis of information provided. Submits proper information to appropriate state or federal departments or private entities as required, and maintains complete client files, checking for accuracy in eligibility determinations, benefit payments, and documentation. Responsible for ensuring timely processing of applications. Enters and maintains client information in the Central Database System and other data reporting systems as required by grant programs, in a timely and accurate manner.

Outreach: Assists with outreach in the six-county service area to ensure eligible households receive information about services. During outreach, the position provides potential clients, fuel vendors, landlords and other interested persons with information about agency programs; provides information on guidelines, benefits, energy conservation measures, eligibility requirements and the application process. Distributes and collects applications during outreach where possible and makes referrals as necessary. Advises clients about opportunities to defer payments or make payment agreements with energy suppliers. Conducts eligibility activities by mail or phone, schedules and conducts appointments in rural areas and performs home eligibility services for homebound clients.

Record Keeping: Maintains up-to-date, complete client files, checks for accuracy in eligibility determinations, benefit payments and all required documentation. Enters data into the Central Data Base System and other data bases as required by grant programs in a timely and accurate manner. Timely processing of applications is required and critical.

Customer Service: Works in a positive manner with applicants without judgement, making them feel welcome and accepted throughout the application process. Works to ensure applications are processed as efficiently as possible to ensure services begin at the soonest possible time. Communicates with applicants clearly and pleasantly and maintains a high level of professional decorum at all times. Fills in as the receptionist as needed, answering phones, typing and copying.

Qualifications: Accuracy with high attention to detail is required of the position. Positive attitude, high energy and mission driven qualities are required. Must possess effective written, oral, and interpersonal communication skills and demonstrate mature judgement. Ability to work with staff, clients and other agencies in a consistently courteous manner. Ability to communicate effectively both orally and in writing. Ability to use a ten-key adding machine, and computer. Must be familiar with Microsoft Office Products and Windows. Will consider a combination of education and experience.

Certificates, Licenses, Registrations: Must be bondable and insurable. Must possess a valid Driver's License and carry valid motor vehicle insurance. Must have access to a reliable motor vehicle.

Action Inc. offers a competitive benefit package, which in addition to compensation, includes: paid vacation, sick and personal leave; paid holidays; medical, vision, dental, life insurance and retirement benefits through the Montana Public Employees Retirement System (PERS).

How to Apply: Apply on our website at <http://butteassistanceprograms.org/careers/>

You may also pick up an application at Action Inc., 25 W. Silver, Butte, MT 59701 or at the Butte Job Service, 2201 White Blvd, Butte, MT 59701. Submit completed application, resume and cover letter to the Butte Job Service, or Action Inc. You may also email application materials to jpaul@hrc12.org.

*Action Inc. is an Equal Opportunity Employer
Women, minorities, veterans and individuals with disabilities are encouraged to apply.*