

Central Virginia Alliance For Community Living, Inc
Job Description

Position: Housing/Weatherization Intake Specialist

Employment Category: Part Time Staff – Hourly Wage – No Benefits

Reports directly to: Housing/Weatherization Program Manager

Basic Function: Under supervision will be responsible for maintaining the housing services filing system; establish an excellent working relationship with all clients; participate in activities related to housing services; support agency and departmental goals and values; continuously strive to build business relationships; maintain a high level of service and confidentiality; and constantly demonstrate a professional work ethic and attitude..

Education Requirements: Minimum: High School Diploma or GED equivalency. Preferred: Some college with Microsoft Office products training

Physical Abilities: Lift up to 50 lbs; Repetitive hand and arm motion; Ability to sit, stand, or walk for moderate lengths of time

Required Abilities:

- Computer experience to include Windows 10 or higher, Excel, Word, Adobe products, PDF scanning, digital image transfer
- Experience in dealing with the general public and sensitivity to the needs of all clients
- Able to attend trainings as required – may include overnight travel and offsite training
- Able to work two Saturdays minimum a year – special events (will be announced when scheduled)
- Occasional travel within Region 2000 – may include travel to client homes driving a company assigned vehicle
- Attend local, regional, and state meetings as needed – short distance to day trip type travel
- Have or acquire a basic understanding of types of residential housing and legal documents relating to ownership
- Operate a business type landline phone including messaging, call transfers, receiving calls, and making calls
- Work remotely for extended periods of time (if necessary) and be able to use video conferencing devices

Principal Responsibilities

- Communicate regularly and often with the Housing/Weatherization Program Manager by various means.
- Coordinate scheduling of clients eligible for service with Housing/Wx Program Manager.
- Receive phone calls from established and potential clients about weatherization and housing repair programs.
- Assist clients in person, over the phone, or by other electronic means.
- Prepare and mail application packets as requested.
- Maintain applicant files and track and verify all required information is received.
- Type various letters, forms, and reports using a computer and/or tablet device.
- Using set parameters, determine and verify eligibility for program services.
- Understand and be able to refer clients to other appropriate community service programs.
- Input client information into the data base systems and service specific software programs.
- Copy, file, and update paper and electronic documents.
- Follow established processes for all aspects of housing/weatherization office duties.
- Access data systems to verify previous service to clients.
- Assists in special requests for information from funding sources or community organizations.
- Uphold strict confidentiality requirements
- Other duties as assigned.
- Any and all activities as assigned by the CVACL Executive Director.

CVACL conducts many activities that are considered promotional and special events. These activities are critical to agency existence and can involve a number of varied tasks. ALL employees will be expected to be on call during such events, provide assistance as assigned and support the activities. All staff will share the promotional and special event responsibilities regardless of the employee’s regular work schedule or job description. In relation to the promotional and special activities, employees can be asked to make those activities a priority immediately upon the need presenting. Every effort will be made to provide advance coordination.

I have received, reviewed, discussed and understand the responsibilities, expectations and compensation as stipulated in the attached job description.

Employee Name Printed

Employee Signature

Date