



Housing & Energy Services Division

Judith Barris
Executive Director

Ron C. Loos
Board Chairperson

Marlo Millard
Director of Housing & Energy

INTERNAL / EXTERNAL POSITION POSTING

POSITION: Intake Specialist

POSTING DATE: December 4, 2023 – until filled

RESPONSIBLE TO: Special Programs Manager

EMPLOYMENT STATUS: Regular, Full- Time

PRIMARY WORK SITE: Austinburg Road / Housing Office

REQUIREMENTS: See attached job description.

SUBMIT RESUME TO: Ronnie Millard

DISTRIBUTION: (ALL) Administration / Development / Fiscal / Housing Services / Health / Nutrition Services / Head Start

P.O. Box 2610, Ashtabula, Ohio 44005-2610

Funded By:

Area Agency on Aging; Ohio Department of Aging; Title XX; United Way; USDA; Ohio Department of Development; Ohio Department of Education; Senior Services Levy; Civic, Religious and private Organizations; Participant Donations

This Agency is an equal provider of services and an equal employment opportunity employer. Civil rights Act 1964 (CRA)



Housing and Energy Services

Judith Barris
Executive Director

Ronald C Loos
Board Chairperson

Marlo Millard
Director of Housing and Energy

POSITION: Housing Intake Specialist

RESPONSIBLE TO: Special Programs Manager

EMPLOYMENT STATUS: Full-Time

PRIMARY WORK SITE: Admin Building / Housing

GENERAL RESPONSIBILITIES:

Performs clerical functions that support the Housing / Home Weatherization Assistance Program and Special Programs. May schedule appointments, screen applicants for eligibility and processes applications for ACCAA services; performs intake, outreach, referral and follow-up activities for elderly, disabled, and low-income populations in any of the program sites as needed. Work is subject to checks and controls.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Based on program guidelines screens customers for eligibility.

Responsible for customer assistance including intake, outreach, referral and follow-up.

Inputs HWAP, Enhancement, DHEO, United Way and Emergency Home Repair applications into the computer.

Participates in Outreach Events for Housing and Energy Assistance Programs.

Coordinates services with the social service network.

Types and copies correspondence and reports as requested.

Prepares paperwork for mailing.

Assists in maintaining and filing necessary client and vendor records, data and supportive materials.

Completes required reports in an accurate and timely fashion.

Maintains customer confidentiality.

Represents agency programs and services at local level.

Takes responsibility to become knowledgeable regarding safety issues related to the position and report all safety incidents/concerns.

P.O. Box 2610, Ashtabula, Ohio 44005-2610

Funded By:

Area Agency on Aging; Ohio Department of Aging; Title XX; United Way; USDA; Ohio Department of Development; Ohio Department of Education; Senior Services Levy; Civic, Religious and private Organizations; Participant Donations

This Agency is an equal provider of services and an equal employment opportunity employer. Civil rights Act 1964 (CRA)

Performs other duties as assigned as they specifically relate to the mission of Housing and Energy Services and the Ashtabula County Community Action Agency.

SKILLS AND QUALIFICATIONS:

Good oral, math and written communications skills.

Ability to problem solve effectively.

Demonstration of professional attitude and cooperation that promotes customer satisfaction and a team effort.

Good organizational skills and accuracy.

Willingness to travel to any of the Outreach sites.

Proficiently skilled in general computer use.

Confidentiality in all aspects of program operation must be maintained.

Displays original thinking and creativity and meets challenges with resourcefulness.

Requires a courteous, patient individual with the ability to work calmly under stress, understanding the environment of change, deadlines and interruptions.

Must be able to follow both verbal and written directions and have the ability to work as a team member with direct services and support personnel and demonstrate a professional attitude.

Will sometimes be required to work evenings, weekends and holidays and respond to crises.

Must have available and reliable transportation. Must be able to travel to locations, inside and outside the area. Valid driver's license and automobile insurance required. Driving record must meet Agency standards. Overnight travel may be required.

Must agree to a review by the Ohio Bureau of Criminal Investigations, understanding that certain convictions may result in termination of employment.

All Employees are required to observe all safety policies and procedures and report all unsafe conditions, accidents, injuries and near injuries to their supervisor.

Must comply with ACCAA Drug Free Workplace policy.

Signature

Date