



FRANKLIN VANCE WARREN
OPPORTUNITY INC.

POST OFFICE BOX 1453, HENDERSON, NORTH CAROLINA 27536

PHONE 252-492-0161 – FAX 252-492-6250 

POSITION: Client Eligibility/Intake Specialist

DURATION: Part-time - 20 hours/week with Potential for Full-Time Position

DEPARTMENT: Weatherization

SUPERVISOR: Weatherization Director

Qualifications:

Associate degree in Business Administration with at least two years of experience, working in an office setting with tasks to include but not limited to, reconciling Invoices, assisting Clients, performing data entry, etc. Must have excellent customer service and communication skills, including speaking, writing, and proofreading. Must be able to work with Diverse and Low-Income Individuals and Contractors and maintain complete Client Confidentiality. Must be proficient in, Excel, Word, PowerPoint Outlook and Publisher. Must possess a valid NC Driver's License and have reliable Transportation. Bilingual Language and Knowledge and/or experience with Federal and State Program Funding Guidelines a plus.

Duties and Responsibilities

- Assist Clients with applying for assistance-verify income, ownership and utility, etc.
- Provide Clients with energy education materials
- Distribute and process applications in a timely manner, send e-mails and mail letters
- Assist landlords in understanding Weatherization Regulations
- Data entry of all Client applications and information in the AR4CA Program
- Data entry of all Client applications for the DUKE Energy Program and the Healthy Home Initiative Program
- Maintain accurate, organized and updated records/files including notes on Clients
- Maintain Daily Log/Tracking Sheet of Clients served and Services needed and Complete Client Monthly Weatherization Report to go along with FSR-286 Report

- Provide Client Referrals to outside Agencies as appropriate
- Type accurately, prepare and maintain files, letters, forms, spreadsheets and documents
- Create purchase orders in Emphasys System using Codes assigned
- Create Work Orders in AR4CA
- Order supplies/materials for Office and Crew
- Load Crew Job Supplies in Warehouse Material Inventory in AR4CA
- Provide assistance and support to Weatherization Crew, including sending tools to the Manufacturers to be repaired or calibrated
- Schedule required work to be performed and compose Crew Field Folder and Client Folder with all required paperwork and photographs
- Scan/e-mail all Invoices/receipts to the Fiscal Department
- Reconcile all Invoices for each job and close out the Job in the AR4CA Program, the DUKE Energy Program and the Healthy Home Initiative Program
- Keep all required files and records accurately and orderly to facilitate auditing and monitoring to achieve maximum accountability
- Attend all required trainings – online or in person
- Publicize the availability of WAP/HARRP Services
- Perform any other duties assigned or special assignments considered necessary for efficient operations of the Weatherization Department

Requirement:

Must have COVID-19 vaccination and provide proof.