

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Energy Assistance Worker**

**Class Code: 51523**  
**Pay Grade: GF**

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### **A. Purpose:**

Determines if elderly, disabled, and other individuals qualify for the Low Income Energy Assistance Program (LIEAP) and furnace repair to ensure applicants receive heating services during the heating season.

### **B. Distinguishing Feature:**

Energy Assistance Workers determine eligibility of applicants for energy assistance program and processes their applications.

Quality Control Specialists conduct investigations and audits leading to the improvement of program delivery, correctly spent dollars, and continuous process improvement.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Determines applicant eligibility for energy assistance funds to ensure assistance to those that qualify.
  - a. Receives applications for energy assistance and ensures that application is complete.
  - b. Verifies income on the application by searching available computer systems and requesting information from banks and other sources.
  - c. Verifies heat type, heat cost, household composition, and heat region.
  - d. Notifies landlords and heating sources of applicant's eligibility.
  - e. Enters all information regarding the applicant's case into the computer system and updates as necessary.
  - f. Provides testimony and attends hearings related to LIEAP eligibility benefits.
2. Provides current information on state and program rules and regulations; program services; eligibility requirements and community resources to staff, clients, and the public to ensure timely dissemination of accurate information and referral services.
3. Determines if applicants are eligible for the emergency furnace repair program to ensure heat is provided during inclement weather.
  - a. Ensures the applicant is LIEAP eligible.
  - b. Contacts repair service and authorizes repair and funding.
  - c. Verifies that repair service bills are for authorized payments.
  - d. Follows up with applicants to ensure heating needs have been met.
4. Provides clerical and processing support for the LIEAP program.
  - a. Ensures that all files for the heating season have been completed.
  - b. Enters necessary information into the applicant's file.
  - c. Prepares all the files for Records Management.
  - d. Prepares all files for the upcoming season to ensure applicants are served.
  - e. Prepares pre-printed applications to be mailed to applicants that received assistance in the past heating season.

- f. Assembles all forms necessary for the applicants and compiles them into packets.
5. Generates the weekly payrolls and processes program refunds to ensure proper payments of vendor accounts.
  - a. Reviews claim reports from vendors.
  - b. Prepares reports as needed to outline information on billing.
6. Performs other work as assigned.

**D. Reporting Relationships:**

Typically no subordinates report to the incumbent, however they may provide work direction to new staff or seasonal employees.

**E. Challenges and Problems:**

Challenges include handling a large volume of applications within a limited timeframe.

Typical problems include receiving applications back in a timely manner and ensuring the accuracy of the information on the applications.

**F. Decision-making Authority:**

Decisions include eligibility for the LIEAP program and if vendors have over-billed the program.

Decisions referred include timeframes for accepting applications and any unclear income information.

**G. Contact with Others:**

During the heating season the incumbent has contact with applicants to verify information, vendors to verify heat type and account numbers, financial institutions to verify applicant income, and employers to verify wages.

**H. Working Conditions:**

Typical office environment. The incumbent may work with irate, indifferent, and hostile applicants, which may present a danger of physical harm.

**I. Knowledge, Skills and Abilities:**

Knowledge of:

- community social service resources;
- principles and techniques of interviewing.

Ability to:

- quickly compare or check the accuracy of names, numbers, codes, and symbols;
- effectively plan and organize work activities and prioritize task completion to meet schedules;
- analyze information and draw sound and reasonable conclusions;

- interpret and apply regulations and available information to specific situations;
- accurately do basic mathematics;
- communicate effectively using courteous actions and tactful language in dealing with others.