

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Energy Assistance Worker

Class Code: 51523
Pay Grade: GG

A. Purpose:

Determines initial and continuing eligibility for customers receiving energy assistance through the Low-Income Energy Assistance program and furnace repair program to ensure elderly, disabled, and other low-income individuals and families receive assistance with home energy costs.

B. Distinguishing Feature:

Energy Assistance Workers determine eligibility and amount of assistance to be provided for energy assistance.

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

C. Functions:

1. Determines initial and continuous eligibility for energy assistance benefits.
 - a. Processes applications for energy assistance and determines benefit amount.
 - b. Gathers and verifies information needed for eligibility determination such as; income, energy type, energy provider, expenses, energy region and household composition by searching available computer systems and requesting information from customers and other sources.
 - d. Provides notification to customers, landlords and energy providers.
 - e. Generates payments to energy providers.
 - f. Maintains detailed case files and payment records.
 - g. Enters all information regarding the applicant's case into the eligibility system and updates as necessary.
 - h. Provides information to customers and the public regarding eligibility guidelines, requirements, and responsibilities.
 - i. Provides testimony and attends hearings related to energy assistance eligibility benefits.
2. Provides current information on state and program rules and regulations; program services; eligibility requirements and community resources to staff, customers, and the public to ensure timely dissemination of accurate information and referral services.
3. Manages ongoing case activity to maintain accuracy.
 - a. Reviews and evaluates application/case file discrepancies and provides corrective action as needed.
 - b. Corresponds with customers, and other entities to resolve under/overpayments.
 - c. Prepares renewal applications and gathers information needed to determine continued eligibility.
4. 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 Community Action Agency to alert to inform of eligibility to initiate and authorize repair or replacement.
 - c. Verifies that repair service bills are for authorized payments.
 - d. Follows up with applicants to ensure heating needs have been met.
5. Prepares all the files for Records Management.
6. 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.
- 7. Performs other work as assigned.

D. Reporting Relationships:

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

E. Challenges and Problems:

Challenges include handling a large volume of applications generated by inclement weather.

Typical problems include obtaining and verifying information in a timely manner and ensuring the accuracy of the information and determination.

F. Decision-making Authority:

Decisions include approving or denying applications based on policy; determining if vendors have over-billed the program; and corrective action needs.

G. Contact with Others:

Contact with applicants and recipients to verify information; contact with vendors to verify heat type and account numbers, contact with financial institutions and employers to verify applicant income.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- Energy Assistance policies and procedures;
- principles and techniques of interviewing;
- basic mathematical calculations.

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;
- operate and utilize computer;
- testify at hearings.