

ENERGY ASSISTANCE LIAISON SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is specialized liaison work involving responsibility for coordinating a variety of activities related to the home energy assistance program (HEAP) in the Department of Social Services. The work is performed under the direction of higher-level department staff and in accordance with New York State and local regulations and guidelines. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates community liaison and outreach activities to promote awareness of available home energy assistance;

Conducts informational sessions with community groups (e.g. Head Start, Rockland Family Shelter, etc.) at the start of a heating season, in order to promote awareness about HEAP, answer questions, facilitate the application process, etc.;

Reviews home energy assistance applications for completeness and accuracy, conducts interviews as needed, and makes eligibility determinations;

Identifies problem areas in the home energy assistance process and recommends solutions, where appropriate;

Interprets Federal, New York State and local policies related to financial eligibility for home energy assistance;

Prepares reports required by Federal, New York State and local agencies, as required;

Processes payments to vendors and/or recipients;

Uses computer applications or other automated systems such as spreadsheets, word processing, e-mail and database software in performing work assignments;

Maintains program records and files;

May attend meetings to assist with presentations, register participants, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, New York State and local regulations and requirements that govern special social services programs, especially HEAP*; ability to communicate effectively, both orally and in writing; ability to understand and interpret written material; ability to establish and maintain cooperative relationships with others; ability to prepare reports; ability to conduct information-gathering interviews*; ability to use computer software as it applies to the specific projects or program functions*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of at least senior-level (See Note 2) office clerical or technical experience in a government setting.

NOTES:

1. An Associate's degree may be substituted for two (2) years of the required experience.
2. Senior-level clerical experience shall be defined as experience above entry-level clerical work.

*To be demonstrated during the probationary period.