



MULTI-SERVICE CENTER

Energy Assistance Counselor I

Multi-Service Center's (MSC) mission is to build a future without poverty by creating pathways to help, hope and dignity for our neighbors. By joining MSC, you will strengthen communities throughout South King County by reducing barriers to becoming economically stable.

At Multi-Service Center, we believe that diversity, equity and inclusion drives success for our clients, community, and employees alike. We are stronger as a team when we welcome diverse employees, perspectives, experiences and approaches to foster belonging and a more informed workplace.

MSC is currently seeking a full-time **Energy Assistance Counselor I** to administer applications for Multi-Service Center's (MSC's) Energy Assistance Programs to eligible residents of south King County.

The **Energy Assistance Counselor I** reports to the Energy Assistance Supervisor. This position primarily works in the office at the Federal Way headquarters, or Kent, but you may need to travel to other MSC locations in King County as well.

Status and Schedule

- Full-time, Monday to Friday 8:30 AM to 5:00 PM.

Overview of Responsibilities

- Accurately conduct customer eligibility and intake assessments, income determination and energy bill evaluation.
- Accurately decide customer benefit, using applicable calculation tools and guidelines and accurately enter information into web-based information system.
- Maintain current, accurately documented customer files, complete all required paperwork and service tracking reports promptly according to deadlines.
- To drop fraud, collect ESD forms for all customers with zero income in 1 or more months.
- Actively take part in Energy Program Outreaches throughout south King County.
- Supply Energy Conservation Education to all customers
- Travel to MSC (Multi Service Center) offices and program meetings throughout south King County and the city of Seattle.

Requirements

- High School Diploma or equivalent. Bachelor's degree preferred, or additional experience beyond the minimum in lieu of education.
- At least two years' work experience in social services, business, customer service, banking, or equivalent experience preferred.
- Read, write, and understand the English language; bilingual skills preferable (Vietnamese, Korean or Spanish); solid phone presence.

- Excellent organizational skills, manage multiple services and multi-task in an efficient and effective manner and to work under tight timelines with accuracy.
- Basic understanding of and ability to communicate with individuals and families from diverse cultural and socio-economic populations and ability to work with people who are under stressful situations.
- Must be computer proficient and able to use web-based information systems; experience with CMS, CLOUD System, DSHS web, LIHEAP/LIHWAP web and IVR web preferred
- Accurately navigate Paperless System (download, scan and upload).
- Microsoft Office 365 experience including OneDrive, Outlook email and calendaring, and standard Office applications.

Wage/Salary Range

\$22.40 – \$24.09 per hour DOE

Benefits

- Medical Plans – employee premium as low as \$40 per month for employee coverage
- Dental and Vision – employer pays for employee coverage
- Health, dental, vision coverage available for spouses/domestic partners and dependents
- Employer paid life (1x annual base pay) and long-term disability insurance (60%)
- Flexible Spending Accounts
- Employee Assistance Program
- Immediate participation in 401k available; three percent MSC contribution once eligibility is met, subject to annual board approval
- Annual paid vacation (15 days to start); annual paid sick leave (12 days)
- 14 paid holidays (including your birthday!!)
- As a 501(c)(3) employer, full-time employment at MSC may qualify you for education loan forgiveness under the Public Service Loan Forgiveness (PSLF) or Temporary Expanded PSLF (TEPSLF)
- Adoption expense reimbursement of up to \$500
- Professional development opportunities
- Fun team-building events including a holiday party and summer picnic
- Free onsite parking

Join our mission!

To apply, please send your resume and cover letter to jobs@mschelps.org.

No phone calls please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.