



MULTI-SERVICE CENTER

Energy Program Data Management Staff III

The 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 drive 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 Program Data Management Staff III** to help manage Energy Program data with the CMS database, Access, Excel, and Azure Data Studio. Assists in analyzing data for integrity issues and prepares data for upload to the State LIHEAP webpage. Assists in organizing and preparing information for the programmer to design software that meets contract requirements. Prepares LIHEAP benefit payment vouchers for accounting.

The **Energy Program Data Management Staff III** reports to the Energy Program Data Management Supervisor. This position is located at our Granville Court in Federal Way.

Status and Schedule

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

Overview of Responsibilities

- Read, understand, and utilize LIHEAP/LIHWAP and HELP policies and procedures, including published updates and clarifications from the Dept. of Commerce, as they apply to program implementation, data collection, benefit eligibility, calculations, and reporting.
- Assist Data Management Supervisor to monitor the Energy program's CMS client management system's function and data. Troubleshoot issues that arise.
- Assist Data Management Supervisor to obtain and organize the necessary information and work with the CMS programmer on updates as needed. Work with the CMS programmer to ensure CMS meets MSC Energy Program needs and meets LIHEAP, LIHWAP, and PSE HELP requirements. Test the changes before they are implemented.
- Assist Data Management Supervisor to test the functionality of the Energy Scheduling System (called IVR) to meet the income guidelines and other requirements, if any, before the program year starts. Act as a liaison between the intake staff and the IVR developer when issues/errors arise in the IVR system. Actively communicate and follow up with the developer for any issues. Correct or modify the IVR information per intake staff's request, including and not limited to the appointment date, household, social security number, pledge and benefit.
- Assist Data Management Supervisor to monitor and maintain the integrity of customer and benefits data entered by staff. As the last check of data accuracy before the upload, analyze data for missing, incorrect, inconsistent, problematic entries and red flags regarding policy issues before uploading to the State. Troubleshoot all difficulties around the upload process.

- Comprehend State Policies and Procedures concerning implications for all aspects of benefit determination and file completion. Serve as a consultative resource to staff. Actively communicate and follow up with the intake staff to have errors corrected on file.
- Assist Data Management Supervisor to prepare payment vouchers, monitor payments to vendors, and troubleshooting problems. Assist to research and resolve payment questions and discrepancies with accounting and with vendors.
- Assist in assuring that benefit dollars are spent, and those contract financial requirements are met.
- Assist Data Management Supervisor to train the new data management staff and monitor their work on the certification process. Diligently give feedback to the data management trainee to help them better understand the certification and data cleaning process.
- Assist Data Management Supervisor to create, send and receive LIHEAP Policy 4.7.5 Vendor Agreements per contract requirements at the start of each Program Year. Troubleshoot issues that may arise.
- 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.
- Five years of work experience in social services, business, customer service, banking, or equivalent experience.
- Familiarity with and ability to utilize Excel and pivot tables.
- Ability to work as part of a team and adapt to a changing work environment.
- Excellent communication and organizational skills.
- Ability to work independently, accurately, and efficiently, with an eye for detail.
- Excellent phone manners and customer service skills.
- Read, write, and understand the English language.
- Proficiency with Microsoft Office 365 experience including OneDrive, Outlook email and calendaring, and standard Office applications including (MS Excel and SQL statement)
- Must be computer proficient and able to use web-based information systems such as CMS; DSHS BVS; LIHEAP web; Energy Scheduling System (IVR).

Wage/Salary Range

Grade: 14 - \$25.05 – \$27.55 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.