



MULTI-SERVICE CENTER

Energy Program Data Management Staff I

At Multi-Service Center (MSC), we believe that diversity, equity, and inclusion make us a stronger team to achieve our goals. Our mission is to build a future without poverty by creating pathways to help, hope, and dignity for our neighbors. By joining MSC, you too, can be part of the team that works to empower individuals and help create thriving communities. If you are looking for something that contributes to your sense of purpose and impacts our local community, then you will want to know more about us, our values and culture, and our opportunity.

Multi-Service Center's **Energy Assistance Program** helps households in South King County meet the financial challenges of increasing energy bills, water, and sewer bills and may be able to provide portable AC units. MSC is currently seeking a full-time **Energy Program Data Management Staff I** to organize and verify the proofed HIF/BIFs before and after the certification process. Assists data management supervisor/assistant in verifying and spotting errors in the data cleaning process. Performs data entries and follow-ups for additional benefits after LIHEAP is processed. Enters and verifies the No Start files data and/or Denial files data. Helps organize and store the files in the storage cabinets including the year-end file storage box-up.

The **Energy Program Data Management Staff I** report to the Energy Data Management 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

- Read and thoroughly understand and abide by all applicable Energy Assistance program policies, procedures, and guidelines.
- Understand and adhere to MSC policies around confidentiality and all standards of conduct as described in the MSC Personnel Policy and according to all Energy Assistance Contracts.
- Be familiar with all MSC program services and participate actively in agency activities.
- Collect and accurately sort in alphabetical order the proof HIF/BIFs that arrive in the data team's office.
- Assist in the certification process by labeling and stamping the certified HIF/BIFs and filing them in the file storage cabinets with zero error rate.
- Accurately proofread and spot errors or discrepancies in the certification process such as Details check and account status check. Promptly communicate with the data manager supervisor/assistant about these findings appropriately.
- Accurately enter the additional benefits with zero error rate including and not limited to LIHEAP Hardship benefit, Arrears benefit, and Cooling Assistance benefit. These tasks may require interaction with clients to obtain further information, where professional interpersonal skills are required.

- Enter No Start files in the designated database and check the Denial files entries before the last step. File the No Start files and Denial files in the designated file storage cabinets and manage the storage space.
- Accurately verify and spot errors in the scanned files in Drive in comparison to those in CMS (presented in the Pairs List), and promptly communicate and subsequently follow up with the appropriate staff to fix the errors on files.
- Maintain an effective working relationship with co-workers, other MSC staff, customers, service providers, and the public.
- Provide customers with Energy-related and other information and referral services as they may need.
- Be familiar with all MSC program services and participate actively in agency activities.
- Understand and adhere to MSC policies around confidentiality and all standards of conduct as described in the MSC Personnel Policy and according to all Energy Assistance Contracts.
- Travel to MSC (Multi-Service Center) offices and program meetings throughout south King County and the city of Seattle.

Requirements

- High School Diploma is required, and an associate degree is highly preferred OR a bachelor's degree and one year of related experience in lieu.
- Two years of experience assisting customers regarding inquiries, complaints, or problems in financial institutions, the medical field, social services, or government programs. Audit or proofer experience is highly considered.
- Must provide a personal vehicle and possess a valid Washington State Driver License and auto insurance.
- 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.
- Proficiency with Microsoft Office 365 experience including OneDrive, Outlook email and calendaring, and standard Office applications.
- 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

\$25.70 – \$28.96 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, and 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.