



ENERGY PROGRAM DATA POLICY COMPLIANCE ANALYST

Join our team at the Multi-Service Center (MSC) and make a meaningful impact on our local community. Our mission is to build a future without poverty by creating pathways to help, hope, and dignity for our neighbors. At MSC, we believe that diversity, equity, and inclusion make us a stronger team to achieve our goals. By joining MSC you too can be part of the team that serves to empower individuals and help create thriving communities.

If you are passionate about non-profit service, have a genuine desire to help others, and have expertise in non-profit leadership, workforce development, education, youth and young adult services, immigrant and refugee services, and/or housing programs' operations, and volunteer management we are excited to learn more about you. If you seek an opportunity that aligns with your purpose, we invite you to learn more about us, our values, our vibrant culture, and the exciting prospects that await you at MSC.

We offer a comprehensive benefits package that includes a choice of two health plans, dental and vision plan paid by the employer; life insurance (1X annual base pay) and long-term disability insurance (60%); FSA, HRA; 401K; 3 weeks of vacation to start, 12 days sick leave and 14 paid holidays including your birthday; Family building benefit up to \$3,000, and a Sabbatical program for tenured employees. You can find more information on the [Careers Page](#) of our website.

Status, Schedule, Location:

- Non-exempt, full-time, generally Monday to Friday, 8:30 AM to 5:00 PM. Federal Way headquarters with hybrid possible after completion of the training period.
- Travel is required to other MSC locations and throughout King County.

ABOUT THE POSITION

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. The Energy Program Data Policy Compliance Analyst manages Energy Program data with the CMS database, Azure Data Studio, SQL Server Management Studio, Power BI, Access, and Excel and supervision of Energy Assistance Staff as designated. Analyze data for integrity/compliance issues and prepare data for upload to the State LIHEAP Webpage. Organize and prepare information for the programmer to design software that meets contract requirements. Prepare LIHEAP benefit payment vouchers for accounting. Design/create tools to collect data necessary to meet program and agency reporting needs.

Essential Duties and Responsibilities include the following. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Policy and Procedure Implementation:

- 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.
- Establish and share operational procedures for data entry and file quality as new program(s) and/or policy changes are implemented.

- Comprehend State Policies and Procedures and their implications for benefit determination, file completion, and MSC's database compatibility.
- Serve as a consultative resource to staff.

Energy Database (CMS) Development and Support:

- Compile and organize necessary information and work with the CMS programmer on updates as needed: Income guidelines, benefit determinations, Back Up usages, other policy updates.
- Work with the programmer to assure benefit changes are correct and operational in the CMS before the start of each program year or as necessary during the program year.
- Monitor the functionalities and/or data stored in CMS. Troubleshoot issues that arise.
- Collaborate with the developer to improve and/or modernize the features and functionalities of CMS in accordance with the current trends or needs in the database, including but not limited to improvement of database structure, adding new functionalities to better suit the department operations, testing, and troubleshooting of such features and functions, etc.
- Provide detailed instructions on how to enter data or to use a new feature in CMS to the energy staff.
- Test changes before implementation.

Quality Assurance and Compliance Monitoring:

- Develop queries using Azure Data Studio, SQL Server Management Studio, MS Access, and Excel for data clean-up and/or reports.
- Act as a liaison between data entry and programming and may be required to develop an intermediate data tool before the full functional database is available to operate programs steadily.
- Review and update data analytic tools periodically to meet the changes in policies or data clean-up demands.
- Perform a periodic data quality check for overall monitor of certification process.
- Assure benefit dollars are spent and contract financial requirements are met.

Collaboration for Database Improvement:

- Participate in development of Agency DB in terms of client/benefit data transfer from CMS.
- Adjust or update CMS structure/values in accordance with agency DB compatibility.
- Participate regularly as a member of LIHEAP Database Sub Work Group, Dept. of Commerce, in conference calls and testing efforts for the state website updates.
- Participate in discussions of new program launches or other tasks from a database perspective.
- Advocate the best interests of Multi-service Center in serving the community.
- Participate and provide input or suggestions in PSE managers meetings, if necessary, in the database perspective.

Reports and Program Expenditure Tracking:

- Generate real-time reports tracking direct service dollars expenditure per program and file status.
- Generate reports to support program's special projects in a timely manner such as prescreen list and recertification list.
- Providing accurate and timely program data as required by funding sources and the agency, I.e., CSBG, Agency Report, ROMA.

Energy Scheduling System (IVR):

- Test the functionality of the Energy Scheduling System (IVR) to meet the income guidelines and other requirements before the program year starts.
- Act as a liaison between intake staff and the IVR developer to address issues/errors in the IVR system and follow up on the issues addressed.
- Correct or update IVR information per intake staff's request.

Operational Manual and Training:

- Collect information regarding data management operations and organize them yearly in the form of the Data Manager's Operational Procedures Manual to keep the data management team staff informed and trained.
- Manage and train the SharePoint sites and apps for the data management team as well as the Energy department.
- Research and recommend appropriate training courses to improve the related job skills depending on staff member's responsibilities.

Additional Responsibilities include the following:

- Other duties as assigned.
- Travel to MSC (Multi-Service Center) offices and program meetings throughout south King County and Seattle.

POSITION REQUIREMENTS

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

EDUCATION:

- High School Diploma or equivalent required. Bachelor's degree preferred.

RELATED EXPERIENCE:

- At least five years of direct service experience assisting customers regarding inquiries, complaints, or problems in financial institutions, the medical field, social services, or government programs, AND at least three years of experience analyzing data.
- An accounting or data analysis background is required.

CERTIFICATES, LICENSES, OR REGISTRATIONS:

- Must provide a personal vehicle and possess a valid State Driver's License and auto insurance.

REQUIRED COMPETENCIES:

- Ability to work in and accept a changing environment and work with staff to both build programs and implement changes.
- Excellent communication and organizational skills.
- Ability to work independently, accurately, and efficiently, with an eye for detail.
- Excellent phone manners and customer service skills
- Superior attention to detail and accuracy.

TECHNICAL SKILLS: To perform this job successfully, an individual should have knowledge of the following.

- Read, write, and understand the English language. Bilingual skills are highly preferred.
- Proficiency with and above average ability to work with numbers, invoices, bills, financial tracking, reading customer utility and other bills and financial obligations.
- Excellent math & computer skills.
- Familiarity and experience with tool design for data collection and report creation including but not limited to Azure Data Studio, SQL Server Management Studio, Power BI, MS Access, and Excel.
- Some knowledge of server functions and "back end" functions on a server with front end on desktop.
- Familiarity with and ability to create and use queries, relational database tables, pivot tables, etc. to analyze data.

- 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).

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this Job, the employee is regularly required to:

- Lift and/or move up to 25 pounds.
- Sit for prolonged periods; walk; use hands to finger, handle, or feel; balance; bend and reach with hands and arms; use feet to operate foot pedal operation; and talk or hear.
- Occasionally required to stand, stoop, kneel, squat, crouch, or crawl.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

- While performing the duties of this job, the employee is regularly exposed to an indoor, climate-controlled environment. The noise level in the work environment is average for indoor environments.

Wage/Salary Range:

- Salary Range: MIN \$31.55 – MID \$35.85 MAX\$ 40.46
- Grade: 16
- The ranges shown should be used as an estimate and are affected by many factors, including the critical need of the position, your overall experience and qualifications, and other considerations.
- At the moment of hire, the salary will be determined based on your qualifications and experience, with consideration given to a range extending from the minimum to the midpoint.

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.