



Energy Data Management Staff I

At Multi-Service Center (MSC), we believe that equity, connection, diversity, integrity and belonging make us a stronger team to achieve our goals. Our mission is to uplift communities by increasing equitable access to advocacy, opportunities, and well-being. 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.

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.

Any job offer will be contingent on a satisfactory background check, as determined by MSC.

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 Management Staff I help 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 Denial files data. Helps organize and store the files in the storage cabinets, including the year-end file storage box-up.

The Data Management Staff I report to the Data Management Supervisor. This is an on-site position.

Status, Schedule, Location:

- Non-Exempt, Regular, full-time.
- Monday to Friday 8:30 AM to 5:00 PM.
- GRANVILLE 1010 S 336TH STREET, FEDERAL WAY WA 98003 Suite 111.

Wage/Salary Range:

- Salary Grade 13: **MIN \$26.39 - MID \$30.03** MAX \$ 34.52
- **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.**
- 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.

Overview of Responsibilities:

Program Compliance and Knowledge

- 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.

File Certification and Error Spotting

- Accurately proofread and spot errors or discrepancies in the data cleaning process of file certification and promptly communicate with the data management supervisor/assistant regarding these findings in an appropriate manner.
- Accurately verify and spot errors in the scanned files in Drivve in comparison to those in CMS (presented in the Pairs List), and promptly communicate and follow up with the appropriate staff to fix the errors on files.

Data Entry and Customer Service

- Accurately enter additional benefits with zero error rate, including but 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 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.
- Provide customers with Energy-related and other information and referral services as they may need

Filing and Organizing Documents

- Collect and accurately sort in alphabetical order the proofed HIF/BIFs that arrive in the data team's office.
- Assist in the certification process by labeling and stamping on the certified HIF/BIFs and filing them in the file storage cabinets with zero error rate.
- At the end of the program year, prepare and box up the previous year's HIF/BIFs, including Denial files, for storage, and create an Excel spreadsheet for the list of boxes and their contents.

Additional Responsibilities include the following:

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

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.
- 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).

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.