



Energy Assistance Counselor 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.

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 Assistance Counselor I administers applications for LIHEAP, SHEAP, and PSE HELP (based on funding availability) at Multi-Service Center's (MSC's) to eligible residents according to the programs' policies and procedures. This position must process at least ten applications per day during the busiest season, or 30+ files of fully completed online and/or intake applications daily for the PSE HELP requests. You must be able to perform intake and/or able to process online applications as needed. It varies according to the department's needs.

Status, Schedule, Location:

- Non-Exempt, Regular, full-time.
- Monday to Friday 8:30 AM to 5:00 PM.
- Applicants must be flexible to work on any of these locations:
 - **FEDERAL WAY:** 1200 S 336th ST, FEDERAL WAY, WA 98003.
 - **KENT:** 24437 Russell Road, Suite 200 Kent, WA 98032 OR

Wage/Salary Range:

- Salary Grade 12: **MIN \$25.46 - MID \$28.97 MAX \$ 33.30**

- The ranges shown should be used as an estimate and are affected by many factors, including your overall experience and qualifications, and other considerations.

Overview of Responsibilities: Program Policies and Guidelines:

- Read, 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.

Customer Eligibility and Intake:

- Provide introductory information to new customers with all the requirements to qualify for the program.
- Accurately conduct customer eligibility and intake assessments, income determination, and energy bill evaluation. Eventually achieving a zero-error rate.
- Accurately determine customer benefit, using applicable calculation tools and guidelines, and accurately enter information into a web-based information system, eventually achieving a zero-error rate.
- To eliminate fraud, collect ESD forms for all customers with zero income in one or more months.

Daily Tasks and Efficiency:

- Successfully process and attend ten clients daily or 30+ files fully completed of online applications daily.
- Accurately proofread and edit customer records.
- Maintain current, accurately documented customer files, and complete all required paperwork and service tracking reports in a timely manner according to deadlines.
- Report to the supervisor the number of pending files at the beginning of each week.
- Check emails on daily basis by thoroughly reading given instructions and/or responding in a timely manner and keeping up with updates.
- Maintain uncertified list & report outcomes to the supervisor in a timely manner.
- Manage your own re-schedules.

Program Engagement and Education:

- Actively participate in Energy Program Outreaches throughout south King County.
- Provide Energy Conservation Education to all customers.
- Be familiar with all MSC program services and participate actively in agency activities.

Professionalism and Vendor Relations:

- Ability to act professionally with vendor representatives and effectively represent the agency.

ADDITIONAL RESPONSIBILITIES include the following:

- Travel to MSC (Multi-Service Center) offices and program meetings throughout south King County and the City of Seattle.
- During the slowest season for intakes, it might require performing duties associated with the Energy program to support the whole team.

- Other duties as assigned.

Requirements

- High School Diploma or GED 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 is required.
- Ability to work as part of a team and adapt to a changing work environment and department needs. It involves the flexibility to travel to different locations such as Kent, Federal Way and Granville.
- Excellent communication and organizational skills. It includes active listening to understand clients' needs and having compassion for people who struggle financially.
- Ability to work independently, accurately, and efficiently, with an eye for detail.
- Excellent phone manners and customer service skills. Special focus on treating everyone equity and respect for people with different backgrounds.
- 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)
- Proficiency in mathematics, including calculations, data analysis, and quantitative reasoning, is essential for this role. The candidate should be comfortable working with numerical data, conducting mathematical analyses, and interpreting results accurately. The ability to handle mathematical tasks with precision and attention to detail is a crucial aspect of this position.

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.