



JOB ANNOUNCEMENT
Recruitment Date: May 20, 2016

POSITION TITLE: Intake/Outreach Specialist
DEPARTMENT: Energy and Environmental Services
REPORTS TO: Field Supervisor
EMPLOYMENT STATUS: Exempt, Full Time and Part Time

I. PROGRAM SUMMARY:

PACE Energy and Environmental Services provides Home Energy Assistance, Weatherization and other services to low-income residents of the greater Los Angeles area. These programs provide utility bill assistance and install measures to help improve the energy efficiency, safety and comfort of eligible homes or apartment renters. The new employee will be hired under a contract between PACE and the State of California Department of Community Services and Development (CSD) to implement programs of Low Income Home Energy Assistance Program (LIHEAP), Low-Income Weatherization Program (LIWP) and Department of Energy (DOE) Weatherization Assistance Program (WAP).

II. POSITION RESPONSIBILITIES & DUTIES:

As a field position, applicants must be able to:

- Work closely with the Program Manager, Field Supervisor and other team members;
- Plan his/her work independently and execute his/her work schedule with a minimum of supervision that includes planning and scheduling outreach, intake and marketing activities for the programs in assigned areas each week;
- Generate leads from research on the internet, telemarketing and canvassing potential clients;
- Contact potential qualified property owners, apartment property owners and/or management companies and/or managers to promote the State and Federal weatherization programs provided by PACE and obtain written service agreements and/or memoranda of understanding;
- Determine and conduct intake eligibilities for all qualified clients that include collecting sensitive information and documents;
- Complete targeted weekly and monthly production goals to ensure that ample amount of units/homes are available for weatherization and other eligible services or measures on a daily basis;
- Coordinate activities with other field and office staff to ensure smooth flow of production;
- Submit all completed client intake applications, required eligibility supporting documents and building assessments in a timely manner;
- Provide energy conservation education to eligible clients;
- Input client/landlord information into the database systems;
- Complete all regular reporting requirements that include daily activity reports, mileage claims, scheduling, updates on buildings completed, etc. and submit these as required;
- Know program goals and requirements and ensure compliance to funding sources' policies and procedures;
- Attend trainings and/or seminars required for the position provided by funding sources;

- From time to time, complete building assessment/s for feasible measures to be installed in eligible homes and /or apartment units;
- Observe safety procedures in accordance with agency's safety standards, Cal OSHA and Workmen's Compensation standards.

III. QUALIFICATIONS, EXPERIENCES & SKILLS:

- AA degree preferred with at least 2 years of field work performing outreach and completing intake applications from low-income families for home services;
- Experience/knowledge of/working with ethnic minorities in Los Angeles County;
- Excellent oral, written communication and marketing skills;
- Detail-oriented with excellent track record of documentation;
- Ability to work well and collaboratively in a team environment;
- Bilingual in Spanish and/or Armenian/Russian or other ethnic languages strongly preferred;
- Real Estate and/or Property Management experiences a plus;
- Certificate for Basic Weatherization Training Program provided by certified training center a plus;
- Certified Home Improvement Salesperson by State of California License Board and/or Southern California Gas Company, Southern California Edison Home Assessment a plus;
- Must be able to attend and pass training courses required;
- Ability to work flexible hours; bulk of job activities and tasks usually require working during off hours and weekends.

IV. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand and walk. The employee must be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

V. SPECIAL REQUIREMENTS:

The successful applicant must:

- Have the reliable and continuous use of an automobile with adequate insurance coverage. S/he must maintain a valid California driver's license and adequate insurance coverage for the duration of his/her employment.
- Have a good driving record and must present a DMV driving record print out upon interview.
- Pass PACE's employment background verification.
- Pass a pre-employment physical examination that includes drug and alcohol testing.
-

VI. COMPENSATION:

Full time: \$10 per hour + \$20-25 per completed, approved intake + Fringe Benefits, commensurate with experience

Part time: \$10 per hour + \$20-25 per completed, approved intake, commensurate with experience

VII. APPLICATION PROCEDURES:

To apply for this position, please visit www.pacela.org. Applicants must complete a PACE application

form. Resumes are not accepted in lieu of application materials. Interested individuals may also obtain an application form from: Human Resources Department, Pacific Asian Consortium in Employment, 1055 Wilshire Blvd. Suite 1475, LA, CA 90017. Tel: (213)989-3107 • Fax: (213)353-1227.

VIII. APPLICATION DEADLINE:

This is an ongoing recruitment and applications are continuously accepted and reviewed on a regular basis.

PACE is a private not-for-profit corporation that provides employment, small business assistance, Education, housing and other community services in the Los Angeles City and County areas. PACE is an equal opportunity and affirmative action employer.