

Northwest Michigan Community Action Agency, Inc. Job Description

Job Title:	Utility Assistance Case Manager (COVID Emergency Rental Assistance)
Department:	Community Services
Reports to:	FMS/Utility Program Coordinator
Grade:	DS 10
Supervises:	None
FLSA Status:	Non-Exempt, Temporary
Prepared by:	Tish Stave
Date:	3/9/2021
Purpose:	
<p>To administer Utility Assistance funds through the COVID Emergency Rental Assistance (CERA) program.</p> <ul style="list-style-type: none"> • Determining client eligibility, collecting required client documentation and completing data entry for client application. • Client file management and self-review of files for completion. • Client follow-up and follow-up with utility vendors as necessary. • Contact utility vendors to order service for client, submit vouchers to vendors. • Submitting check requests as bills for client service are received. • Performing file review for co-workers' files as needed. • Outreach and attendance of community meetings representing Community Services and the COVID Emergency Rental Assistance (CERA) as necessary and appropriate • Other duties necessary for executing of CERA programming 	
Position Objectives:	
<ul style="list-style-type: none"> • To meet the needs of clients in the CERA program • To ensure that all work is completed accurately and in a timely matter • To represent the agency in a professional, friendly, and caring matter. 	
Measured by:	
<ul style="list-style-type: none"> • Accuracy and timeliness of completed work. • Completed client files and payments made to utility vendors. • Cooperation with and feedback from clients and co-workers. • The ability to represent the agency professionally and efficiently service clients. 	

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Minimum Education:

BA/BS in psychology, social work, human services, or related field preferred.

Minimum Experience:

No experience necessary, although 1 to 2 years in a customer service and/or human service setting and with low-income populations preferred.

Essential Abilities:

1. A commitment to the NMCAA philosophy and mission.
2. Ability to maintain confidentiality.
3. Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner.
4. Ability to suggest innovative approaches in completing job responsibilities.
5. Ability to work openly and cooperatively as a team member.
6. Ability to perform physical tasks to carry out specific job duties.

Minimum Skills Required:

- a. Excellent computer skills.
- b. Excellent customer service and interpersonal communication skills.
- c. Excellent organizational skills and attention to detail.
- d. Self-motivated, a cooperative and effective team member.
- e. Ability to handle multiple tasks with multiple interruptions.

Minimum Physical Expectations:

1. Be able to drive and travel as needed.
2. Physical activity that often requires extensive time working on a computer, involving keyboarding, sitting and phone work.

Minimum Environmental Expectations:

To work be able to work virtually from home as well as in person as necessary, following NMCAA COVID-19 protocol.