



The Klamath Tribes

501 Chiloquin Blvd/P.O. Box 436
Chiloquin, Oregon 97624

Phone: (541) 783-2219
HR Fax: (541) 783-2836

EXEMPT
NON-EXEMPT

OPEN: 04/11/24
CLOSE: 04/25/24

POSITION DESCRIPTION

POSITION: ENERGY ASSISTANCE COORDINATOR

RESPONSIBLE TO: Community Services Director

SALARY: Step Range: 15-30; Annual/Full Benefits
Salary Range: \$41,687 - \$64,947
Hourly Range: \$20.04 - \$31.22

CLASSIFICATION: Non-Management, Full-Time, Regular

LOCATION: Klamath Tribes Administration
Community Services Department
501 Chiloquin Blvd.
Chiloquin, OR 97624

BACKGROUND: Comprehensive Employee level

POSITION OBJECTIVES

The Energy Assistance Coordinator will be responsible for administering the Low-Income Home Energy Assistance Program (LIHEAP), Low Income Household Water Assistance Program (LIHWAP) (When applied for) Weatherization Program, and the Elders Heating Program (Funding Contingent). The goal of the LIHEAP is to assist clients who are eligible for the service; intervene in crisis situations; and attempt to prevent, or resolve the shut off of heating source(s). The goal of the Weatherization Program is to reduce the home energy burden through improvements to the household structure and/or features, and being impartial to the selection process. The Energy Assistance Program, Water Assistance Program and Weatherization Program are funded by Administration for Children & Families (ACF), within the United States Department of Health and Human Services (DHHS). Due to the seasonal nature of grant cycle and overlap of programs operation, caseloads will be high during certain periods throughout the year – may be high stress due to client caseload in any given season.

MAJOR DUTIES AND RESPONSIBILITIES

1. Conduct program intakes with applicants while entering data to the State of Oregon OPUS on-line data collection system. Collect detailed information; obtain copies of documents containing the following information: names, contact information, residency information, income and sources, tribal enrollment status, social security numbers; other forms as needed for all members of the applicant household.
2. Maintain complete and accurate records, forms, and files required for documentation. Assess applicant files for accurate and complete information. Determine client/household in/eligibility. Adhere to income limits, benefit matrix, and all funding agency regulations – including fraud prevention and reporting. Program Support Specialist will retain and assist in preparing data for grant(s) and Tribal Administration reporting purposes
3. Maintain strict confidentiality of information and individuals, as described in the *Personnel Policies and Procedures Manual of the Klamath Tribes*, federal law(s), and funding agency guidelines.
4. Maintain an effective filing system for all programs administered; ensuring all documentation and records are date-stamped, and properly maintained in accordance with the Tribes Record Retention Policy and Schedule, Tribes Technologies Usage Policy, and funding guidelines.
5. Establish working relationships with other energy assistance providers, state agencies, and organizations throughout the State of Oregon and Klamath County, to enhance the Low Income Home Energy Assistance and Weatherization Programs.
6. Coordinate, host, and assist with facilitating annual public hearing. Organize and host Energy Saving Classes; ensuring information distributed is easily understood and relevant. Perform extensive outreach activities for the programs administered, including but not limited to: posting flyers, e-blast information, newsletter announcements, word of mouth, and following up with interested individuals or groups.
7. Maintain expenditure tracking and client service logs in Microsoft Excel spreadsheets. May periodically reconcile spreadsheets against the OPUS system, Department cuff accounts, Finance Department's Encumbrance Budget Report, and/or Finance Department's Expanded General Ledger.
8. During busy season (coincides with winter-weather months) for the energy assistance program, staff will be required to travel to and from satellite offices in Klamath Falls and Beatty, Oregon on a weekly basis Mid October through Start of December, at which time travel schedule will be adjusted accordingly. May be required to perform home visits in

order to complete in-take, obtain documents and client signatures; in order to provide assistance.

9. Prepare written program reports including but not limited to, monthly, bi-monthly, quarterly, annual, and as required by Department Director. May be required to provide oral program updates at conferences, trainings, or OECA quarterly meetings.
10. Advocate for clients' utility service with utility providers; resolve discrepancies and seek direction from supervisor appropriately. Detail correspondence and advocacy work through written narrative in client file, for timeline purposes.
11. Disseminate information to local energy assistance provider and perspective applicants, when energy assistance program funds are exhausted. Provide list of available energy assistance providers to clients, in the form of a Resource Guide to ensure information is readily available.
12. Attend quarterly meetings, program conferences, and other identified trainings as recommended by supervisor, and as the budget allows.
13. Establish and maintain an inventory of energy reducing and/or small scale weatherization supplies. Assemble Weatherization Kits/Supplies to be distributed to eligible households. Will adhere to The Klamath Tribes Procurement Policy and grant Model Plan.
14. Oversee the Elders Heating Program with assistance from Program Support Specialist. When needed distribute applications to Tribal Elder households; retain approved list; solicit for contractors; execute contracts; coordinate with Natural Resources Department staff to obtain necessary permits and tags; obtain signatures, routing copies appropriately to ensure comprehensive files for both Departments; track status of orders; resolve complains/discrepancies; verify timely payments to contractors; and ensure program files and documentation is organized and comprehensive.
15. Responsible for formatting, editing, proofing and tracking Request for Quotes (RFQ's), Vendor Agreements, and Personal Services Contracts (PSC's) through the Administrative Review process, to execution of the contract.
16. Identified in Personal Service Contracts as the Program Manager. In this role, defines the Scope of Work, ensures contractor adheres to the terms of the contract, and completes work as defined in the contract, provides verification work is complete, visits the work-sites, performs interview(s), and completes necessary documentation. Will resolve discrepancies directly with contractor(s), and seek guidance from supervisor when appropriate.
17. In the absence of the Community Services Director, employee will be responsible for acting as the Department Office Manager. During this time, employee will have the authority to

make low-level decisions at their own discretion and handle higher level actions through direct communication with the Director.

18. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

SUPERVISORY CONTROLS

Work is performed under the general direction of the Community Services Director. The supervisor assigns work in terms of objectives and basic priorities and is available for consultation in resolving controversial, unusual, or policy issues. Routine assignments are handled independently according to policies, previous training, and/or accepted practice. Finished work is reviewed for accuracy, timeliness, and adherence to policy and guidelines.

The Energy Assistance Coordinator may be assigned and provide direct supervision of a Summer Youth Employment worker or College Intern, seasonally. The Energy Assistance Coordinator will consult with the Director to plan work duties for the period of employment. The staff will provide direct supervision, training, and support to seasonal staff. The Energy Assistance Coordinator will discuss any issues, concerns, or praises with Director regularly.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of, and ability to, read and understand policies and procedures of various Tribal, federal, state, and local social service programs.

Knowledge and skill in the usage of English grammar, spelling, punctuation, etc. Ability to generate a variety of formal letters, flyers, reports, memorandums, and newsletter announcements.

Knowledge of Federal Privacy Act and client confidentiality requirements.

Ability to work well with a diverse group of people including clients, staff, general public, professionals, and other organization/agency representatives.

Ability to learn and understand the application processes for all tribal programs and public and private sector assistance programs as well as eligibility criteria.

Ability to effectively maintain **strict confidentiality** of records.

Computer knowledge in a networked environment with the use of data entry, Microsoft Outlook, Excel, and Word. Ability to learn and navigate OPUS on-line software tracking system.

Knowledge and understanding of The Klamath Tribes culture and customs as it relates to engaging with clients, elders, and those disabled appropriately.

Ability to establish and maintain an effective filing and records management system within policy guidelines.

Ability to communicate orally and in writing. This person should be able to express her/himself in a clear and concise manner for the purposes of correspondence, reports, and instructions, etc., as well as for obtaining information or conveying messages.

Ability to organize, prioritize, and effectively plan workload to ensure deadlines are met.

Ability to respond promptly to client inquiries, complaints, and concerns related to payment processes, payment amounts, denials, and any other billing issues.

Ability to operate vehicles safely under all types of weather conditions and traffic situations.

Must be willing to work in office setting as well as in the community to meet the needs of the Elderly and the Handicapped/Disabled. This may include, home visits, outreach services, inspections, etc.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. (*Must submit copy of diploma or transcripts with application.*)
- **REQUIRED** to have demonstrated ability to work well with a diverse group of people from varying socioeconomic backgrounds.
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **REQUIRED** to remain calm, patient, and empathetic while dealing with aggressive clients, maintaining professionalism and composure at all times.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The

Klamath Tribes' vehicle insurance policy. (*Must submit copy of driver license with application.*)

- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- One or more years of job related experience in a human service related field.
- Previous work, knowledge and understanding of Native American culture.
- Previous experience in LIHEAP, LIWAP, WEATERIZATION programs.
- Budgeting experience using various software programs.
- Prior experience in a benefit determination program.

INDIAN PREFERENCE

- Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian Preference.*)

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit The Klamath Tribes ***Application for Employment*** with all requirements and supporting documentation to:

**The Klamath Tribes
ATTN: Human Resource
P.O. Box 436
Chiloquin, OR 97624**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.

EMPLOYEE ACKNOWLEDGEMENT:	
I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
Employee (printed name)	Employee (signature)