

JOB DESCRIPTION

Agency:	Lakes & Pines CAC, Inc.	Title:	Certifier I and II
Address:	1700 Maple Avenue East		Energy/Housing Department
	Mora Minnesota 55051	Salary Range:	Certifier I: 1 Certifier II: 2
Telephone:	(320) 679-1800	Position Classification:	Certifier I: 4 Certifier II: 5
		Hours:	Determined by Program
		Status:	Non-exempt Classification

I) GENERIC DESCRIPTION

The Certifier I and II's primary responsibility will be to review and process Energy Assistance Program consumer applications for completeness, and to process household data on computer system, to determine eligibility for program assistance. The position holder will also assist with file maintenance, outreach activities, and actively refer households to other programs.

II) SPECIFIC DESCRIPTION

Certifier I and II are responsible for:

A) Essential Functions

- 1) Support the mission of the Agency.
- 2) Review and check household income and information for documentation, completeness and accuracy.
- 3) Certify applications primarily through electronic on-line data entry and/or manually when necessary.
- 4) Assist clients with completing a variety of program forms and applications.
- 5) Understand and accurately apply all Federal and State Program Regulations pertaining to the Energy Assistance Program application and certification process.
- 6) Assist with ERR and Crisis processes.
- 7) Legibly and accurately prepare forms.
- 8) Have knowledge and apply Agency policies and procedures, including safety, technology, data practices and other applicable policy, procedure and program regulations.
- 9) Maintain consumer confidentiality.
- 10) May assist with the electronic document imaging/filing system for Department.
- 11) Have knowledge and apply Agency policies and procedures, including safety, technology, data practices and other applicable policy, procedure and program regulations.
- 12) Be aware of and actively refer households to other programs which may increase their self-sufficiency.
- 13) Other tasks as assigned by supervisor.

B) Secondary Job Functions

- 1) May assist with Energy Assistance intake process or other clerical functions as determined by supervisor.
- 2) Enter consumption data on computer system.
- 3) Collect consumption in order to complete the application process.
- 4) Process and send out voucher information for applicants with vended wood.
- 5) Will perform secondary job functions as assigned by supervisor.

III) ELIGIBILITY REQUIREMENTS

A) Certifier I

- 1) Must have working knowledge of computers and ability to file data electronically.
- 2) Must have a high school diploma or the equivalent.
- 3) Must have good math skills.
- 4) Must be able to maintain accurate and legible records.
- 5) Must possess good communication skills, verbal and written.

- 6) Must have the ability to understand State and Federal Regulations for EAP operations.
- 7) Must be able to follow office procedures.
- 8) Must be able to travel for work assignments, i.e. training, meetings, intake process, as assigned by supervisor.
- 9) Must have ability to relate and communicate with consumers.
- 10) Must be able to work with diverse populations.

B) Certifier II

- 1) Must be able to fulfill all the requirements of Certifier I as listed above.
- 2) Must have at least 2 seasons experience with at least 10 months of service as a Certifier I or equivalent experience.
- 3) Must have satisfactory performance evaluations as Certifier I.
- 4) Must be able to accurately enter a variety of information in on computer fields.
- 5) Assist with certification and data entry training.

IV) PHYSICAL DEMANDS/REQUIREMENTS

This position requires: performing light lifting up to 30 lbs. on an occasional basis; displaying sound lifting and safety habits; sitting for extended periods of time with intensive data entry requirements; occasional motor vehicle travel for business.

V) SUPERVISORY CONTROL

The Certifier I and II shall be directly supervised by the Energy Program Operations Coordinator. The Energy Program Operations Coordinator is responsible for the administration of the energy programs. The Agency Executive Director is ultimately responsible for the overall conduct of the Agency Programs.

VI) EVALUATIONS

Job performance evaluation will be conducted at the time intervals prescribed by the Agency's Personnel Policies and the Agency's Performance Evaluation form shall be utilized. Evaluations are based on observations of the worker through job performance.

Note: This job description is in no way intended to include all responsibilities of the position, but rather to provide a general overview of what is expected of the position holder.