



COMMUNITY ACTION PARTNERSHIP OF LAKE COUNTY

Job Posting

Date: February 2023

Position: Client Services/PIPP Representative

Department: LIHEAP-Low Income Home Energy Assistance Program

Location: Waukegan and Round Lake Office ▪ Status: Full-time/Permanent

MAJOR RESPONSIBILITIES: *Other duties may be assigned*

Process Low-income Home Energy Assistance Program (LIHEAP) and Percentage of Income Payment Plan (PIPP) appointments in a timely manner. Maintain communication with LIHEAP/PIPP clients. Work with the utility companies to obtain information required to complete the LIHEAP/PIPP application process. Maintain all PIPP recertifications and review each budget with the client. Review LIHEAP/PIPP applications for completeness and accuracy.

ESSENTIAL DUTIES:

- Maintain all records necessary for the implementation of this program in an orderly and easily retrievable manner.
- Enter data into State computer system.
- Counsels client on availability and suitability of energy programs after examining client income and utility history.

QUALIFICATIONS:

- Excellent communication skills
- Proficient in data entry and Basic computer skills
- Valid driver's license and reliable transportation
- Demonstrated ability to deal appropriately with difficult clientele and ability to work well with others
- Bilingual is a plus, but not required
- High School Grad/GED
- Knowledgeable of consumer rights/responsibilities
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are a representation of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

HOW TO APPLY

Internal Applicants:

Complete and submit internal employment application with current resume.

External applicants:

Complete and submit an Application for Employment along with a current resume via:

- Email: hr.request@caplakecounty.org. Subject Line: Resume
- Drop-off: Place resume and application in the drop box at 2424 Washington St. Suite 207, Waukegan, IL 60085
- Hours of Operation: 8:00 a.m. to 4:00 p.m. Monday - Friday

Download employment application from caplakecounty.org/careers.html

Equal Opportunity Employer