

Job Announcement

Date: August 6, 2021

Position: Office Team Lead

Department: LIHEAP – Low Income Home Energy Assistance Program

Status: Full-time / Monday-Friday

MAJOR RESPONSIBILITIES: *Other duties may be assigned*

Manage the LIHEAP Program in the Round Lake office including supervision, integration and communication with other agencies and extension of the program throughout the county.

ESSENTIAL DUTIES:

- Handles client problems when dissatisfied with staff or otherwise requested.
- Deals with difficult clients
- Work with Townships, intake sites, and other social service and neighborhood organizations to ensure maximum participation of all segments of the eligible population.
- Responsible for computer input work. Enters LIHEAP applications and organize all computer related activities.
- Organize appointment schedules.
- Reviews LIHEAP applications for completeness and accuracy.
- Sees to the preparation and distribution of applications, forms, files, etc. to staff
- Enter applications, organize computer printout, payout reports etc.
- Works with utilities in clarifying application process.
- Assist staff in regards to client application process.
- Determine eligibility of LIHEAP clients.

QUALIFICATIONS:

- Excellent communication skills.
- Ability to work well with others.
- Mathematical ability.
- Basic computer skills.
- Some knowledge of LIHEAP/Weatherization programs preferred.
- Working relationship with other social service agencies and units of government.
- Supervisory/management skills.
- Some knowledge of all energy programs preferred.
- Some knowledge of utility company procedures and regulations preferred.
- Maintain current driver's license and clean driving record.
- Must be able to work flexible hours as needed to accommodate families. This may include hours after regular worked hours.
- 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.



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EDUCATION AND EXPERIENCE REQUIREMENT:

- Degree in Social Service or Business. At least two years' experience in managing a social service program or small business.

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the employee is required to stand, walk, sit and talk and hear. The employee must occasionally lift and/or move up to 20 pounds. 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 individual 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