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<b>Name of Incumbent:</b>		<b>Position Title:</b>	<b>Utility Assistance Specialist</b>
<b>Office/Division:</b>		<b>Reports To:</b>	<b>Utility Assistance Programs Director or their appointee</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Employment Status:</b>	<b>Full-Time</b>
<b>Job Description Last Reviewed:</b>	<b>05/11/2026</b>	<b>Job Description Revised:</b>	<b>05/11/2026</b>
<b>Salary Range</b>	<b>\$19.30 - \$28.23</b>		

**JOB RESPONSIBILITIES**

**In addition to the following, performs other related duties as required.**

Provides initial client contact for agency programs; performs duties related to the initial determination of applicant eligibility and enrollment; performs miscellaneous clerical duties to facilitate agency operations.

**QUALIFICATIONS**

**Any combination of training and work experience, which indicates possession of the knowledge, skills, and abilities, listed below.**

**An example of an acceptable qualification for this position:**

Completion of secondary education (high school or GED), supplemented by coursework in office practices and procedures and computer operations, plus two (2) years experience documenting eligibility for government programs, or equivalent.

**LICENSURE OR CERTIFICATION REQUIREMENTS**

None.

**ESSENTIAL FUNCTIONS OF THE POSITION**

**For purposes of 42 USC 12101:**

1. Schedules appointments and conducts meetings with potential program participants; reviews applications and gathers documentation for eligibility and completeness; calculates and determines eligibility based on submitted information; processes necessary forms; follows up on applications completed.
2. Receives and responds to inquiries regarding agency programs and other social services; explains program guidelines and requirements; refers callers to other social services agencies and programs where applicable.
3. Provides case management and coordinates services to clients; responds to client questions or requests for services.
4. Provides the initial contact between the public and the agency; greets office visitors and callers; responds to routine inquiries or refers the matter to the appropriate staff member.
5. Demonstrates regular and predictable attendance.



6. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

**OTHER DUTIES AND RESPONSIBILITIES:**

1. Performs other related duties as assigned or directed in order to promote, further, and ensure the effective and efficient operation of the MMHA/MCCAC.

**MINIMUM ACCEPTABLE CHARACTERISTICS: (\*indicates developed after employment)**

**Knowledge of:** agency policies and procedures;\* English grammar and spelling; office practices and procedures; records management; interviewing techniques; program rules and regulations;\* case management.

**Skill in:** computer operation; use of modern office equipment.

**Ability to:** deal with problems involving several variables within familiar context; define problems, collect data, establish facts, and draw valid conclusions; understand, interpret, and apply laws, rules, and regulations to specific situations; calculate fractions, decimals, and percentages; prepare accurate documentation; compile and prepare reports; communicate effectively; handle sensitive inquiries from and contacts with officials and the general public; develop and maintain effective working relationships; resolve complaints; maintain records according to established procedures.

**EQUIPMENT OPERATED**

**The following are examples only and are not intended to be all-inclusive.**

Computer and other standard business office equipment.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS**

The employee: works with and around chemicals found in an office environment (toner, correction fluid, etc.); may be exposed to irate or emotionally distraught individuals.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

