



**OCAB COMMUNITY ACTION AGENCY**  
**JOB DESCRIPTION**

<b>Program:</b>	CSBG/LIHEAP	<b>Position:</b>	Intake Clerk
<b>Grade:</b>	<b>DIRECTOR</b>	<b>Reports to:</b>	CSBG/LIHEAP
<b>Supervises:</b>	0		
<b>Executive Director's Approval:</b>	_____		<b>Approval Date:</b>
___/___/___			

**Summary:**

Compiles and maintains client energy/voucher records.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The Intake Clerk is responsible for management of the energy assistance program including crisis heating and cooling and direct assistance. He/she will process the intake of Energy and GEAP applications. He/she will answer phone lines, file documents, data entry, and prepare voucher, retrieve/deliver files and neighborhood coverage when necessary. He/she will maintain effectively the household summary report on a monthly basis. He/she will advocate for the poor facing energy problems perform clerical duties and additional duties as assigned. In this position other duties may be assigned.

**Education Requirements:**

High School diploma required; Training certificate from college or technical school in administrative services or related field. Bachelor degree in social work or related field.

**Experience Requirements:**

At least two years' experience in an office management; must have at least 1 year experience in filing, database management, and related clerical duties. Ability to communicate effectively with clients, community representatives, office of equal opportunity staff and vendors. Possess good interpersonal skills.