



Position: Energy Services Intake Coordinator
Supervisor: Energy Services Manager
Classification: Level I, Non-Exempt Status

+ Overview

The Energy Services Intake Coordinator position will be focused on providing energy-related assistance to the elderly, disabled, and low-income populations. This position will concentrate on collecting required documentation, data entry into various reporting programs, and providing explanations and education to our customers. The Energy Services Intake Coordinator must be knowledgeable in all CAPCIL programs, as well as community resources to ensure the needs of the customers are being met and internal/external referrals are being made. It is the goal of this program to assist customers, through education and other tools, to develop a plan to break free from the cycle of poverty.

+ Essential Job Functions

- Performing programmatic duties paying special attention to detail, accuracy, and timeliness
- Provide referrals to internal programs or external referrals to community partners as appropriate
- Act as a representative for CAPCIL in the community with professionalism
- Identify, provide, and explain service options and educational materials to customers
- Observe CAPCIL's confidentiality policy regarding customers, records, and staff
- Perform any other duties needed to help drive our vision, fulfill our mission, and abide by our organization's values

+ Education and Experience

- High School Diploma or GED
- Experience with data entry into Microsoft programs
- Good interpersonal and telephone skills
- Ability to travel and attend meetings, trainings, and conferences to enhance expertise
- Must possess a valid Illinois driver's license, insurance, and reliable transportation

+ Benefits

- Major Medical Plan. Community Action will pay a percentage of a monthly medical premium.
- Employee Term Life Insurance up to \$30,000 depending on age, spousal coverage (up to age 70) for \$10,000 and/or child coverage (up to age 26) for \$10,000 per child.
- Dental and Vision Insurance Plan (Employer paid for the employee, employees can choose to add on dependents at their own expense.)
- 403-b Retirement plan (CAPCIL will match up to 3%)
- Paid Time Off/PTO (6.5 days at time of hire, an additional 6.5 days after the 90-day probationary period, prorated based on hire date and increases with continued employment)
- Sick Leave (accrues at the rate of 4 hours per pay period for Full-Time and 2 hours per pay period for Part Time)
- 18 Paid Holidays (Including your birthday)

No contractual or similar obligation is implied or inferred by this job description or the employment relationship.

Updated: May 12, 2025

+ Key Performance Indicators

Outcome	Performance Indicator	Measure and Tool	What does Good Look Like?
Low-income households are provided information and referrals for other services that promote a holistic approach	Number of LIHEAP applicants referred to other programs/resources	Referral report in CAP60	180 total referrals in a calendar year • 45 referrals per quarter • 15 referrals per month
Energy Service customer's information is correctly entered into the appropriate database	Percentage of applications being returned for corrections	Energy Services Manager Spreadsheet	10% of LIHEAP/PIPP applications are returned for corrections
Community outreach is performed throughout the service area	Number of outreach events attended	Energy Services Intake Coordinator Calendar	Attend 2 outreach events in each of your respective counties

Signature of Staff Member

Date

Signature of Human Resources Director

Date