Community Action Partnership of Central Illinois Job Description

Position: Weatherization Team Member-Intake
Supervisor: Weatherization Director
Classification: Level I, Non-Exempt Status

+ Overview

The Weatherization Team Member-Intake position is responsible for serving as the primary point of contact for individuals seeking Weatherization services. This position focuses on completing intake applications, collecting and verifying required documentation, maintaining accurate records, and entering data into program reporting systems. The Weatherization Team Member-Intake works closely with the LIHEAP Intake Coordinator to identify eligible households, coordinate referrals, and expand participation in the Weatherization program. This position must maintain knowledge of all CAPCIL programs and available community resources to effectively educate customers, provide referrals, and connect families to needed services. Through outreach, customer education, and energy-saving assistance, this position supports CAPCIL's mission to reduce energy burden, increase household stability, and help individuals and families move toward greater self-sufficiency.

+ Essential Job Functions

- Conduct intake interviews and determine preliminary eligibility for Weatherization Assistance Program (WAP) services in accordance with federal, state, and agency requirements.
- Assist customers in completing Weatherization applications and ensure all required forms, signatures, and supporting documentation are collected accurately and timely.
- Enter, maintain, and update customer information in CAP60, IWX, and other required databases while ensuring accuracy, completeness, and compliance with program standards.
- Review applications and supporting documentation for completeness and eligibility, following up with applicants to obtain missing information as needed.
- Upload, organize, and maintain electronic applicant files, ensuring documentation meets program monitoring, auditing, and record retention requirements.
- Work collaboratively with the LIHEAP Intake Coordinator to identify and process referrals, coordinate services, and maximize program participation among eligible households.
- Recruit eligible households for Weatherization services through outreach activities, referrals, community partnerships, and customer engagement efforts.
- Educate customers on Weatherization services, energy conservation practices, utility cost savings, and other agency programs that may benefit their household.
- Assess customer needs and provide referrals to CAPCIL programs and community resources, helping families access comprehensive services and support.
- Maintain regular communication with applicants regarding application status, eligibility requirements, next steps, and program expectations.
- Track application progress and assist in achieving departmental goals related to application volume, file completion, and program production targets.
- Represent CAPCIL with professionalism and courtesy when interacting with customers, community partners, vendors, funding agencies, and the public.
- Protect the confidentiality of customer information and comply with all agency policies, federal regulations, state requirements, and data privacy standards.
- Participate in required trainings, staff meetings, program monitoring activities, and professional development opportunities.
- Perform programmatic duties with a high degree of accuracy, attention to detail, organization, and timeliness.
- Support agency-wide initiatives and perform other duties as assigned that further CAPCIL's mission, vision, values, and strategic objectives.

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+ 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)

+ Key Performance Indicators

Outcome	Performance Indicator	Measure and Tool	What does Good Look Like?
Increase the number of eligible households entering the Weatherization pipeline.	Number of complete Weatherization applications submitted for eligibility review.	Monthly count of completed applications entered into CAP60 and IWX with all required documentation attached.	--Complete a minimum of 10 Weatherization applications per month. --Maintain a sufficient applicant waitlist to support current-year production goals and future program years.
Ensure applicant files meet program requirements and are audit-ready.	Percentage of files accepted without correction requests.	CAP60/IWX file reviews, monitoring reports, and supervisory quality assurance checks.	--95%+ file accuracy rate. --Less than 5% of files require significant corrective action. --No repeat compliance findings related to intake documentation.
Maintain a strong pipeline of eligible Weatherization applicants and connect households to additional services.	Number of applicant leads generated and referrals completed.	Referral logs, CAP60 records, outreach tracking reports, and internal referral documentation.	-- Complete a minimum of 10 internal or external referrals per month based on identified customer needs. --Conduct or participate in at least 2 outreach activities per month.

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Signature of Staff Member Date

_____ _____

Signature of Human Resources Director Date

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