

Job Opening
July 15, 2015

JOB TITLE: Weatherization Intake/Client Education Specialist
DEPARTMENT: Harlem C.D.C.

Temporary Position

LOCATION: NYC

BASIC FUNCTION:

To collect and process information on tenants' income and employment status.

Verification of tenants' income is fundamental to determining whether an entire building is eligible to receive Weatherization services. Federal and State guidelines establish maximum incomes and minimum percentages of eligible tenants required to qualify a building for Weatherization assistance. Harlem CDC's reimbursement under the Weatherization contract may be at risk if current and accurate income data are not on file.

WORK PERFORMED:

- Collection and verification of income data involves going to potential sites and getting income documentation from tenants. The ability to establish a relationship of trust and candor with prospective program beneficiaries – i.e. tenants of multifamily buildings – is essential to effectively fulfil this function. In order to qualify an average of 350 units a year, approximately two to three times as many households have to be contacted in order to obtain data and verify eligibility.
- Data Collection: Incumbent works with building owners and tenants to obtain required income documentation prior to the start of any Weatherization work: this phase includes holding initial public meeting with tenants to explain the benefits and requirements of the Weatherization program, collecting data directly from tenants via in-field visits (often, follow-up visits are required outside normal business hours to find tenants at home), collecting documentation from government offices relative to verifying tenant income (i.e., Social Security, DFTA and OTDA), follow-up visits to update stale income documentation. In East Harlem and other communities, fluency in Spanish is often essential to obtain entry into homes and persuade tenants to provide personal information.
- Processing: Incumbent ensures the correctness of application information and documentation; inputs income documentation data into the Weatherization database; prepares database reports documenting eligibility of projected building sites for submission to the funding agencies, DHCR, Energy Research and Development Authority (NYSERDA) and the Association for Energy Affordability (AEA).
- Client education: Participates in meetings and outreach to promote the Weatherization program and to bring potential buildings into the pipeline. Outreach includes attending Community Board meetings etc. to build awareness of the Weatherization program, developing a mailing list and conducting direct mail campaigns.
- Direct Install and REACH projects. Conducts outreach and training for these projects, which are coordinated with the Weatherization program. Projects are funded by NYSERDA and administered by AEA. Incumbent signs up clients to receive information on the deregulation of the electric and gas industries, enrolls clients for the Energy Buyers Group, completes database reports, maintains mailing lists, acts as liaison with the funding agency staff persons for Direct Install and REACH.
- Collects energy consumption data from utility companies for post-production studies.
- Perform other related duties, as required.

EDUCATION & REQUIREMENTS:

Education level required (*education required for this position*):

High school diploma or equivalent is required. Some college helpful.

Equivalent Experience required (*include no. of years required*):

2-3 years experience in client education/training and interviewing techniques is essential.

KNOWLEDGE REQUIRED:

General knowledge of energy conservation and construction terminology is desirable.
Ability to interact confidently with the public.

Incumbent must be fluent in Spanish and be able to work evenings and Saturday as required to complete required income documentation and meet schedule for qualify buildings.

APPROXIMATE HIRING SALARY: \$35,500

INQUIRE

Ruth Parris, HRIS Specialist & Sr. HR Coordinator

DEADLINE: At least 2 weeks or until the position is filled.

Internal Candidates: COMPLETE A POSTING APPLICATION AND ATTACH A COPY OF RESUME

External Candidates: SEND RESUME TO: Resumes@esd.ny.gov

AN EQUAL OPPORTUNITY EMPLOYER