



## **Energy & Housing Opening**

KVCAP's Heating Assistance Program (LIHEAP) has a full-time Bilingual Client Services Representative opening in our Augusta office.

### **Responsibilities:**

- Work directly with service recipients, performing intake activities
- Certify for LIHEAP, ECIP ELP programs as needed, by collecting required information and materials
- Provide information and referrals to clients as appropriate
- Process intake information on behalf of the client for certification/recertification, authorizing and verification
- Performs a variety of office tasks including filing, computer work and administrative support to the program as needed.

### **Requirements:**

- High school diploma or equivalent and three years' work experience in an office setting where client contact was a responsibility.
- Knowledgeable of state and federal rules and regulations pertaining to the program a plus
- Knowledge of KVCAP and community resources helpful; ability to write legibly and spell accurately
- Good communication skills
- Possess a valid driver's license and have use of a vehicle insured to State of Maine requirements to travel within Kennebec, Somerset, Lincoln & Sagadahoc Counties.
- Ability to pass State Bureau of Investigation, Department of Health and Human Services, Department of Motor Vehicle, Fraud and National Sex Offender Registry background checks.

### **Benefits**

- 13 paid holidays
- Generous bi-weekly accrual of Paid Time Off
- Employer sponsored retirement plan
- Choices of health, life, dental/vision and disability insurance options.

Interested applicants should submit an application/resume and cover letter to:

Human Resources  
Kennebec Valley Community Action Program  
101 Water Street  
Waterville, Maine 04901

E-mail: [emiller@kvcap.org](mailto:emiller@kvcap.org)

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