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**TITLE:** LIHEAP Coordinator (Bilingual in English/Spanish)

**PROGRAM: L**ow-**I**ncome **H**ome **E**nergy **A**ssistance **P**rogram

**WORKSITE:** Berkshire County

**SUPERVISOR:** LIHEAP Director

**HOURS:** 35 Hours

**CLASSIFICATION:** Full Time

***GENERAL SUMMARY***

Work directly with the LIHEAP Director to coordinate the implementation and execution of the fuel assistance program including cross training in all areas as follows; certifying applications, data collections, recertification mailing, notifying vendors & fielding their questions, referring & coordinating with family resources & outreach activities.

***RESPONSIBILITIES***

***Program Operations***

Responsible for interviewing, processing re-certification application for clients applying for LIHEAP assistance.

Assist the LIHEAP Director/Manager in maintaining positive relationships with vendors

Responsible for referrals to Case managers

Assist with processing LIHEAP client billing

Responsible for maintaining LIHEAP files

***Other Duties;***

* Attend LIHEAP meetings, trainings, and outreach
* Back up for reception area
* Travel to other intake sites

***Qualifications;***

* Two years prior successful experience with data entry and interaction with clients
* Valid Massachusetts Driver’s License
* Computer knowledge
* Commitment to BCAC’s mission and ability to articulate that mission is a must
* Good written and oral communications skill are necessary
* Bilingual in English/Spanish