



## JOB DESCRIPTION

<b>WEATHERIZATION CLERICAL SPECIALIST</b>	<b>FLSA Status: Non-Exempt</b>
<b>Latest Review Date: August 2025</b>	<b>Department: Weatherization Assistance Program</b>
<b>Effective Date: August 2025</b>	<b>Reports to: Weatherization Director</b>

### POSITION SUMMARY

Responsible for administrative support, clerical, data input and receptionist duties within the Weatherization Assistance Program (WAP).

### ESSENTIAL DUTIES AND RESPONSIBILITIES, OTHER DUTIES MAY BE ASSIGNED:

#### Agency Specific:

- Must maintain confidentiality at all times
- Must always represent NEICAC in a positive and professional manner
- Must adhere to all policies as an employee of Northeast Iowa Community Action Corporation
- Must attend training as requested to demonstrate a continued effort to grow professionally
- Must attend all agency-wide trainings
- Must establish a collaborative and communicative relationship with fellow staff
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential

#### Program Specific:

- Review and enter fuel usage data for client records in WAP client selection database.
- Respond to customer inquiries regarding the Weatherization Assistance Program, providing accurate program information and/or routing to the appropriate person.
- Prepare client selection lists and rental agreements if applicable.
- Query client selection database for various records.
- Enter data into the required program and agency software systems.
- Copy and distribute bid packets to subcontractors.
- Prepare, obtain, and record the receipt of signed contracts.
- Maintain working relationship with vendors regarding energy assistance problems and request information on customer accounts.
- Assist in compiling monthly records for state reports.
- Assist in reporting and tracking of any required program/funding regulations.
- Prepare miscellaneous program(s) correspondence.
- Prepare and run reports and queries – assuring accuracy.
- Sign purchase orders for supplies.
- File approval/denial letters, labels, vendor receipts, checks and applications as necessary.
- Compose routine correspondence, process/route incoming mail and prepare outgoing mail.
- Provide other general administrative support for the Weatherization Department, handling incoming calls, emails, faxes, and filing.
- Serve as backup for NEICAC's corporate phone line by managing incoming calls, directing inquiries to the appropriate department or contact, creating cases as needed, and implementing other strategies to ensure efficient and effective customer service.

## **SUPERVISORY RESPONSIBILITIES**

N/A

## **REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION AND/OR EXPERIENCE**

High school diploma or General Educational Development equivalent in addition to at least 1 year of clerical/administrative experience required. Related AA degree and/or combination of education and experience preferred. Required skills also include attention to detail, multitasking, communication and customer service. Must demonstrate competency in computers with Microsoft Word, Excel and Access.

## **PRACTICAL SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **CERTIFICATES, LICENSES & REGISTRATIONS**

Must have valid driver's license and carry state of Iowa minimum levels of automobile insurance. Must be bondable and satisfactorily complete a drug screen and criminal record check before hiring.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts, outside weather conditions, and risk of electrical shock. The employee will regularly be required to work in enclosed, tight and small areas. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; extreme cold; extreme heat; and vibration. The noise level in the work environment is usually moderate.

*The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the performance of*

*this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.*

*This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

**EMPLOYEE SIGNATURE**

My signature below acknowledges that I have received, read and understand the above job description. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_