

## **Case Manager-Utility Assistance**

CVCAA is seeking highly motivated and dedicated case managers to join our staff. We are looking for someone who is excited and passionate about helping our neighbors with utility assistance. If you are looking for an opportunity to make a difference in the Concho Valley area, we are looking for you. Job description and qualifications are listed below. Hours for this position are Monday – Friday from 8 am – 5 pm. Pay is commensurate with experience and will be discussed at time of interview.

### **Job Description**

The case manager position for CVCAA is full-time and requires performing all appropriate administrative and programmatic functions of the Community Services Block Grant and the Comprehensive Energy Assistance Program. The Case Manager answers directly to the Community Programs Director and to the Executive Director.

### **Essential Job Duties:**

- Provide utility assistance and case management services to low-income families of the Concho Valley.
- Complete client applications, including income qualification and eligibility determination, while maintaining compliance with all aspects of the programs.
- Works with agency databases to maintain accurate client files, while ensuring accuracy of data for reporting.
- Other duties as assigned by Community Programs Director or management including, but not limited to, greeting clients, answering the phone, and working with staff in other agency programs.

### **Job Skills and Abilities Required:**

- Ability to perform math calculations, including ten-key proficiency.
- Intermediate computer skills and comfortable with learning new technology platforms.
- Organized and detail oriented. Great communication skills and grammatical proficiency required.
- Ability to meet deadlines and multi-task while following agency policies and procedures.
- Available to travel when necessary for outreach in our service area or trainings.
- Ability to provide excellent customer service to the clients while maintaining client confidentiality.
- Ability to work effectively with others and maintain a professional relationship with co-workers.

### **Qualifications:**

- High school diploma is required, and some college is highly preferred.
- Prior case management experience preferred.
- Valid Texas driver's license with a clean driving record.
- Able to lift up to 50 pounds.

- Bilingual is preferred (English/Spanish).