



# CENTRAL VALLEY OPPORTUNITY CENTER

Job Description: HEAP MIS Specialist  
Supervised by: Energy Program Coordinator  
Location: Ceres  
Salary/Status: \$20.50 HR. Regular, Full Time, Benefits & 401(k)  
Date Posted: August 23, 2024  
App. Deadline: Open Until Filled

**POSITION SUMMARY:** Perform client eligibility reviews on all HEAP applications, monitor client intakes, and other paperwork. May be assigned special projects at the discretion of the supervisor. Perform client information data entry and update client files. Responsible for accuracy and timeliness of HEAP client database information.

## EXAPMLES OF DUTIES:

- Ensure all HEAP data is accurate, submitted on time and updated as changes take place.
- Work with HEAP Intake/Outreach Clerks to ensure clients data is properly recorded and tracked.
- Perform selective monitoring of HEAP intake records for accuracy and compliance with program requirements.
- Understanding of all HEAP forms, application process, data entry
- Knowledge of HEAP Intake/Outreach client interview
- Knowledge of CSBG client data collections
- Knowledge of programs such as Servtraq, CORE, CSD Provider, REACH, PG&E Pledge Portal
- Understand HEAP programs such as FAST TRACK, HEAP, SLIHEAP (SUPPLEMENTAL LOW INCOME HOME ENERGY ASSISTANCE PROGRAM), and Weatherization program
- Knowledge of energy bill criteria, income calculations, priority point plan, pledges.

## REQUIREMENTS:

- Two-year college degree or equivalent
- Two or more years of related work experience.
- Ability to work with little or no supervision.
- Advanced computer skills
- Valid California Driver's license
- Auto insurance policy must allow work-related driving and automobile insurance (must follow CVOC protocol for insurance)

**PREFERRED:** Bilingual English/Spanish or other lounges, but not required. Must have knowledge of HEAP program.

A completed CVOC application packet as well as a resume must be received to be considered for employment with CVOC. See [www.cvoc.org](http://www.cvoc.org) for application packet.

*It is helpful to include your email address on your resume.*

CVOC is an EOE/At-Will Employer