



Energy Assistance Program (EAP) Intake, Assessment, and Referral Specialist

Community Action Partnership of Hennepin County (CAP-HC) is a 501(c)(3), non-profit organization that helps people with lower incomes navigate crisis situations, build stability, and lift themselves out of poverty. Our community-centered programs, services, and partnerships address immediate needs and support Hennepin County residents on their path to prosperity. Our mission is to partner with the community to provide effective and responsive services to reduce the impact of poverty in Hennepin County.

As the **EAP Intake, Assessment, and Referral Specialist**, you will be responsible for handling incoming phone calls for the Energy Assistance Program (EAP), providing assistance with completing EAP applications, and providing internal and external referrals to low-income households who need assistance with their home energy costs.

This position is classified as temporary/Seasonal (September – May)

Schedule: M-F | 8:00 AM – 4:30 PM

Location: CAP-HC is based in St. Louis Park, MN and serves all of Hennepin County

Responsibilities

Client Communication:

- Explain program guidelines to potential clients.
- Conduct telephone interviews with clients to determine eligibility.
- Schedule appointments and mail applications.
- Explain verification needed for intake appointments.
- Provide callers with community referral information as needed.
- Greet visitors and provide them with an application to fill out.
- Inform applicants of their rights and responsibilities.

Clerical/Data Processing:

- Assist with maintaining databases and client lists showing date applications were received.
- Assist with the retrieval of mail from EAP post office box.
- Assist with tracking the receipt and distribution of all applications.
- Assist with mail distribution of EAP applications, award letters and other mailings.
- Assist with the accurate filing and purging of EAP applications and household records.
- Assign household numbers and enter EAP household member information as needed.
- Enter and/or modify application information accurately and completely on computer system using EAP software.
- Prepare and print address/file labels as needed.
- Assist with weekly counts and the preparation of reports.

Other:

- Attend EAP and CAP-HC staff meetings and other events as assigned.
- Attend EAP outreach events as assigned.
- Other duties as assigned.

Skills Requirements

- Demonstrated experience conducting intakes and assessments and/or determining program eligibility.
- Professional and/or lived experience working with diverse communities and/or households defined as low income.
- Experience balancing multiple projects requiring high attention to detail, strong organizational skills, and ability to prioritize.
- Demonstrated interpersonal skills, including collaborating with a team, working across program areas, disseminating information effectively, and conflict resolution.



Community Action

Partnership of Hennepin County

- Knowledgeable of data privacy and confidentiality standards and protocols.
- Effective verbal and written communication skills required, including public speaking skills.

Experience/Education Requirements

- High School diploma or GED at minimum. Associates Degree in Business, Social Work, or related field or 2 years post high school. (Preferred)

How to Apply

To apply, please complete the application process here: [Job Application | Community Action Partnership of Hennepin County](#)

Make sure to:

1. Upload your resume (if available)
2. Identify which position you are applying for

More about Community Action Partnership of Hennepin County

CAP-HC was established in 1986 and is part of the Community Action Network, a 1,000-agency strong network committed to poverty reduction. We value: Building Relationships, Creating Opportunity, Eliminating Barriers, Equity and Inclusion, Responsible Stewardship, and Strengthening Communities.

CAP-HC is an Equal Opportunity Employer and acknowledges that equal opportunity for all persons is a fundamental human value. CAP-HC will provide equal opportunity in employment and advancement opportunities to all persons; and will provide access to, admission to, full utilization and benefit of training and promotional opportunities without discrimination because of race, color, creed, age, ancestry, religion, national origin, sex, gender identity, disability, sexual orientation, marital or familial status, or public assistance status, membership or activity in a local commission, or any other characteristic protected by law. Every person making application for, currently employed by, or applying for further vacancies in CAP- HC will be considered on the basis of individual ability and merit.