

**Oak Park Township**  
**JOB DESCRIPTION**

CLASS. TITLE:	Benefit Specialist for CEDA Energy Programs	
DEPARTMENT:	General Assistance	FLSA: Non-Exempt
DIVISION:	Town	DATE: 6/22
REPORTS TO:	General Assistance Manager	PAY GRADE: 12

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**Job Summary**

The Benefit Specialist serves as the primary staff person for CEDA energy and other benefit programs and serves as back up for the General Assistance Manager

**Essential Job Functions**

1. Promotes the rights of each person; provides the client with full information regarding the services available; allows the client to voice a grievance without discrimination or reprisal, maintains confidentiality and respects client's property and right to privacy.
2. Coordinates intake application process of all CEDA energy programs; including,
  - PIPP- Percentage of Income Payment Plan
  - PIPP recertifications
  - IHWAP- Weatherization
  - LIHWAP- Low-income Households Water Assistance Program
  - COMED hardship
  - LIHEAP Low-income Home Energy Assistance Program
  - Direct vendor payments
  - Emergency Furnace
  - Energy Efficiency Kits
3. Completes follow-up to confirm benefits are received by eligible clients
4. Maintains records of transactions, compiles monthly statistics, and prepares necessary reporting on all activities to submit to General Assistance Manager
5. Attends meetings and various CEDA trainings
6. Complete emergency assistance applications
7. Provide outreach to partner agencies and at community events
8. Administrative back up for General Assistance
9. Perform other duties as assigned

**Material and Equipment**

- Miscellaneous office equipment, i.e. – computer, fax, phone, copier, etc.

**Minimum Qualifications**

Education and Experience:

- Highschool diploma or Associates Degree
- At least two years of experience working for a social service agency or human service field

The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

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**Knowledge, Skills, and Abilities**

Knowledge of:

- Public benefit programs
- Programs and services available to anyone over 18 years old
- Web based applications, basic database environments, applicant tracking systems, current Windows operating system, and Microsoft Office applications

Skill In:

- Excellent communication, active listening, and detail oriented

Ability to:

- Determine eligibility for State and federal programs benefit programs
- Successfully complete applications for benefit enrollment
- Provide follow through and ensure benefits received
- Maintain professional composure when dealing with difficult clients

Physical Abilities:

- Sit, keyboard, read, write, hear and speak for extended periods
- Lift up to 10 pounds

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.