



**Job Title:** Resource Specialist **Location:** Jackson County  
**Classification:** Full time **Exempt Status:** Nonexempt  
**Reports to:** Weatherization Manager **Department:** Weatherization  
**Direct Reports:** None

**Program Description:** The Low-Income Weatherization Assistance Program, LIWAP, provides cost-effective energy-efficient home improvement to Clay, Jackson and Platte counties in Missouri’s low income households. This program aims to lower utility bills and improve comfort while ensuring health and safety.

**Minimum requirements:**

1. High school diploma or GED
2. One (1) year experience in clerical support, social services, customer service and/or related field
3. Type 45 words per minute and basic math skills
4. Proficient in alpha-numeric filing, Microsoft Office products: word, excel, and outlook
5. Experience working with the public
6. Ability to read, comprehend, and follow training manual guidelines and procedures
7. Excellent listening and assessment skills
8. Experience using email, facsimile machine, scanner and copier

**Preferred qualifications:**

1. Associate degree or higher
2. Type 60 words per minute
3. Problem solving skills
4. Public speaking experience

**Essential functions:**

1. Maintain knowledge of programs and eligibility criteria
2. Gather pertinent and accurate information from participants and household members to meet their service needs
3. Collect, verify and certify all program intake information
4. Date stamp documents upon receipt
5. Precisely enter information into database
6. Maintain accurate records and notes
7. Inform clients of program guidelines, rights and responsibilities
8. Perform excellent customer service to participants, staff and vendors by telephone, in person and/or in writing
9. Ability to schedule appointments and adhere to deadlines
10. Assist in front desk duties, co-workers and participants as needed
11. Ability to be nonjudgmental and objective when working with participants
12. Ability to work independently and/or team setting including assisting co-worker as needed
13. Adjust to frequent change in duties and procedures



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14. Represent CAAGKC at special events, meetings and/or remote locations to collect and/or inform applicants of programs and services
15. Inform participants of other CAAGKC programs and services they may qualify for
16. Any other duties as assigned

**Physical Demands:**

Sitting	80%	Standing	10%
Bending	5%	Lifting	5% ability to lift at least 25 lbs. or less