

HEAP AIDE

DISTINGUISHING FEATURES OF THE CLASS: This is a position that exists only during heating season. The employee in this class will assist in determining eligibility for the Home Energy Assistance Program. The employee works under the direct supervision of the Assistant to the Director of the Office for the Aging. Supervisory responsibilities are not a function performed by this employee. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Reviews and evaluates applications to determine eligibility for Home Energy Assistance;

Reviews and evaluates applications with detail to problems and their solutions;

Performs filing, copying and record keeping functions related to the Home Energy Assistance Program;

Deals with client requests over the telephone and on a walk in basis.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of record keeping functions; good knowledge of basic arithmetic; ability to understand and interpret written material; ability to deal effectively with others; clerical aptitude; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a high school equivalency diploma; **OR**
- B. One year of clerical/ account clerical experience.

ULSTER COUNTY
3430 HEAP AIDE

Adopted: March 1, 1988