

SENIOR HEAP AIDE

DISTINGUISHING FEATURES OF THE CLASS: This is a position that exists during heating season (October through March). An employee in this class is responsible for coordinating the procedures utilized for the Home Energy Assistance Program as well as determining eligibility for said program. The employee works under the direct supervision of the Director or Assistant Director of the Office for the Aging. Supervision is exercised over the work of Heap Aides. 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.

Coordinates applications and procedures for the Home Energy Assistance Program with the Ulster County Department of Social Services;

Coordinates and completes reports regarding HEAP for submission to the New York State Office for the Aging;

Supervises HEAP Aides in the completion of HEAP applications and reviews same;

Reviews and evaluates applications to determine eligibility for Home Energy Assistance and with detail to problems and their solutions;

Works closely with other Office for the Aging personnel performing home visits in order to obtain completion of applications;

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

Refers eligible persons to other services, particularly Weatherization and Energy Conservation Bank;

Performs recordkeeping functions relative to the Home Energy Assistance Program.

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

MINIMUM QUALIFICATIONS: Either:

- A. One year of full-time paid experience in an Energy Assistance Program; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and one year of full-time paid clerical or account clerical experience; **OR**

C. Two (2) years of full-time paid clerical or account clerical experience.

ULSTER COUNTY

6210 SR HEAP AI

Classification: Competitive

Grade: 9

Union: CSEA

Adopted: September 13, 1989