



**ELIGIBILITY COORDINATOR**  
**Location: Douglas County, Oregon**  
**Salary: \$15.15 - \$22.75 Hourly**  
**Open Until Filled**

**Eligibility Coordinator – Douglas County, Oregon**

**Full Time - 40 Hours per Week**

**Department: Utility Assistance**

***This Position:*** Are you an enthusiastic worker who thrives in fast-paced team environments, is eager to tackle complex problems created by poverty, and gets excited about how to best support your low-income neighbors? If so, join our growing department here at UCAN, which has an immediate opening for a **Full Time Eligibility Coordinator to work in Douglas County, Oregon.**

**Full Time Position / Position works 40 hours per week.**

**UCAN** offers a wide array of services to help low-income residents of Josephine and Douglas County obtain assistance with their utility payments to make their energy costs more affordable.

**The Eligibility Coordinator for the Utility Assistance Program** provides intake services, data collection and verification, eligibility determination and information and referral to citizens seeking assistance.

***ESSENTIAL JOB DUTIES***

**Under the direction of the Utility Assistance Supervisor, the Eligibility Coordinator will:**

- Schedule appointments for clients applying for energy assistance; instruct them on required documentation they must provide for their application.
- Interview clients coming to UCAN for energy assistance. Gather and verify information to determine eligibility for services while entering information into the computerized OPUS system. Assess each situation to determine which funding source is appropriate for client and how much assistance is needed.
- Remain aware of community resources in order to refer clients. Establish and maintain rapport with community partners and vendors.
- Perform community outreach tasks so that eligible households and local agencies who work with eligible households are made aware of available energy assistance.
- Establish and maintain client files, program records and statistics; Assist with program reports as needed.
- Distribute energy conservation kits and instruct participants in energy education and conservation.
- Data enter information into the OPUS system.
- ✓ **Regular and consistent attendance is required.**



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**POSITION REQUIREMENTS**

**Minimum Qualifications:**

- Associate degree in business, human services *OR* two years work-related support experience *OR* a satisfactory equivalent combination of education, experience and training.
- Reasonable knowledge of general office practices and procedures; reasonable knowledge of systematic filing and retrieval processes or systems; reasonable knowledge of work processing; reasonable knowledge of English composition, spelling, grammar and arithmetic; basic knowledge of general recordkeeping processes.
- Skill in entering data rapidly and accurately into a complex database; use of office equipment which includes automated equipment and other copying equipment; organizational skills; use of Windows Operating System, spreadsheets, MS-Word, and other commonly used computer programs.
- Ability to communicate effectively in both oral and written forms; maintain confidentiality; learn and put to use detailed procedures in a timely manner; quickly assess a situation and determine type/degree of assistance needed by applicants; multitask and adjust to priority changes; estimate and manage time efficiently; and remain calm and use good judgment during confrontational or high pressure situations; work as part of a team; interpret policy and procedures to employees and the public; make decisions independently in accordance with established policies and use initiative and judgment in carrying out tasks and responsibility; courteously meet and deal effectively with other employees, public agencies, community partners, program clients and the public. Must follow all safety rules and practices, and perform work in a safe manner.
- Oregon Driver's License is preferred, but not required.
- Ability to communicate in oral and written form with Spanish-speaking clients preferred.
- This position requires skill in record keeping, data entry and use of complex office equipment. This position requires keyboarding, occasionally lifting up to 25 pounds, pushing, pulling, reaching, sitting, standing, walking and hearing voice conversation. Requires frequent mental and visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.
- Candidate will be required to establish and maintain records and have strong written and verbal communication skills. This position requires running reports and statistical data in an independent work environment.
- ✓ **Background Investigation:** The finalist for this position is required to pass a criminal history background as part of a contingent offer of employment. Conviction of a crime may not necessarily disqualify an individual from employment.

**SUBMIT APPLICATION TO:** [ucan.employment@ucancap.org](mailto:ucan.employment@ucancap.org)

UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470

Website: <https://www.ucancap.org/index.php/who-we-are/career-opportunities>

Phone: 541-492-3913 FAX: 541-492-3921

**UCAN is an Equal Opportunity Employer.**

If you require special assistance at any point during the application or selection process and would like to request an accommodation due to a disability, please e-mail a description of your request to Human Resources:

[ucanhr@ucancap.org](mailto:ucanhr@ucancap.org)