



# Byrd Barr Place

## Job Description

### Energy Assistance Client Advocate

**Department:** Energy Assistance Program

**Position Title:** Client Advocate

**Reports To:** Program Manager

**Staff Supervision:** None

**Salary/Wage:** Nonexempt: \$15.72 - \$20.54 Hourly Range

**Benefits:** Byrd Barr Place provides a comprehensive benefits package including, Medical, dental and vision coverage; employer contributed FSA, employer-matched 401(K) plan, short and long-term disability, group life and accident insurance. One floating holiday per year, annual leave accrual, annual sick leave accrual and paid holidays.

**About Byrd Barr Place:** We are a Seattle non-profit with a mission to help ensure all people in the Seattle area have the opportunity to be self-sufficient by providing access to basic needs and programs that educate and nourish, creating a thriving community of neighbors helping neighbors. Byrd Barr Place is a historically Black organization, founded during the height of the civil rights movement in the 1960's. Today our vision remains to provide equitable opportunities and services to Black households, low-income families, and people of color in Seattle's Central District neighborhood, and our primary measure of success remains effectively providing for the immediate needs of our clients.

**General Description:** The Energy Assistance Client Advocate is the face of the program and is responsible for interviewing potential applicants to determine eligibility and ensuring files are processed and reviewed.

#### Responsibilities:

- Provide Intake/interview potential applicants to determine eligibility
- Provide client education to all participating clients
- Process files for completion
- Provide support at Front Desk for program related questions and submissions



- Maintain confidentiality pertaining to participants and staff
- Provide appropriate referrals and information to all clients
- Keep daily activity records of all clients served
- Provide basic and accurate information to Program Management as requested
- Key entry of Energy Assistance files into the LIHEAP website
- Edit existing files
- Assist in outreach activities increasing awareness and visibility of Byrd Barr Place's Energy Assistance program
- Other related duties as assigned by the Program Manager

**Minimum Requirements:**

- Bachelor's degree or 2 years of experience
- Ability to type 40 wpm
- Proficient with Microsoft Office (Word, Excel) and data entry
- Demonstrated passion for excellence with respect to treating and caring for clients
- Demonstrated ability to communicate and effectively interact with people across cultures, ranges of ability, genders, ethnicities, and races
- Bring to the role knowledge of the history of discrimination in America, especially as it relates to race and racism, and how that history has led to the racial disparities experienced BIPOC communities, people with disabilities, LGBTQ+ communities, and others
- Excellent oral and written communication skills
- Background knowledge in Salesforce
- Ability to work independently in a high-volume and fast-paced environment
- Team-player
- Ability to represent the Agency in a friendly and professional manner when communicating with participants, business partners, and staff
- Proven ability to prioritize workload and accommodate interruptions
- Proven track record in reliability
- Must pass a background check

**Preferences:**

- Team player