Byrd Barr Place

**Job Description**

**Energy Assistance Client Advocate**

**Department:** Energy Assistance Program

**Position Title:** Client Advocate

**Reports To:** EAP Director

**Staff Supervision:** None

**Salary/Wage:** Nonexempt: $19 - $24 Hourly Range

**Schedule:** Monday – Friday 9:00 a.m. – 5:00 p.m. with 1 hour paid lunch break

**Location:** 722 18th Ave Seattle, WA 98122

**About Byrd Barr Place:** We envision abundant communities where all prosper. Our mission is to create a more equitable Seattle through innovative programs and advocacy that empower people to live healthier and more prosperous lives.

Byrd Barr Place provides services to a range of clients with a focus on individuals, families, and communities impacted by low-income status, poverty and/or home instability. As an organization, we are creating a community hub dedicated to preserving Black Washingtonian history, serving the community as it exists today with essential services, and partnering with others to advocate for systemic change.

**General Description:** The Client Advocate works directly with community members (our clients) to get them much-needed assistance to pay for their monthly energy costs. Client Advocates determine what Energy Assistance programs and services clients qualify for and are responsible for timely and accurate application processing.

This position is a great starting point or career transition opportunity for people with customer service or data entry background wanting to work in social services or the non-profit sector.

The ideal candidate brings great communication skills, a customer service mindset, strong data entry skills, logical reasoning skills, and a passion for helping people. Bilingual and Bicultural candidates are encouraged to apply. All career level candidates are welcome to apply.

Members of BIPOC (black, indigenous, people of color) communities, or people who have personal experience in historically marginalized and excluded communities are especially encouraged to apply.

**Responsibilities:**

* Manage Energy Assistant application intake process with new and returning clients to help them submit applications for various energy assistance programs offered by Byrd Barr Place. May include scheduled appointments in person or reviewing applications submitted online, as well as managing email and phone calls from prospective clients
* Responsible for accurate, timely processing and review of all client applications in Salesforce. Ensures accurate records using Salesforce.
* Provide information and education to prospective and existing clients about the programs we offer
* Process and review applications including following up for additional information and checking for errors before submission.
* Provide support at Front Desk for program related questions and submissions
* Maintain confidentiality pertaining to clients and staff
* Provide appropriate referrals and information to all clients
* Keep daily activity records of all clients served through Salesforce
* Provide basic and accurate information to leadership as requested
* Assist in outreach activities increasing awareness and visibility of Byrd Barr Place’s Energy Assistance program
* Other related duties as assigned by the EAP Director

**Minimum Requirements:**

* Demonstrates an excellent ability to relate warmly and compassionately to clients from a variety of racial, cultural, social and economic backgrounds
* Demonstrates strong problem-solving and logical reasoning skills
* Excellent data entry skills and comfort with navigating technology platform (Salesforce) and websites for confirming client information.
* Excellent oral and written communication skills. Ability to communicate effectively with clients with a variety of first languages other than English
* Excellent attention to detail and ability to manage multiple tasks at once
* Adaptable and able to work independently and in a team
* Proficient with Microsoft Office (including Teams, Outlook)
* Ability to perform tasks involving repetitive arm and hand movements; such as extensive usage of a keyboard is essential.
* 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:**

* Bachelor’s degree or 2 years of relevant experience (i.e. customer service or data entry)
* Experience using CRM software, i.e. Salesforce
* Ability to type 40 wpm
* Excellent organizational skills

**Benefits:** Byrd Barr Place provides a comprehensive benefits package including, full employee coverage for Medical, dental and vision insurance; 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 14.5 paid holidays. Starting schedule is a 35hr work week (paid for 40-hours) which the organization will be re-evaluating in the Fall of 2023.