



LIHEAP SPECIALIST Job Description

Non-Exempt (hourly)

General Purpose of the Position: Responsible for outreach and intake activities for the Low-Income Home Energy Assistance Program (LIHEAP) and other program assistance functions as assigned.

Supervisor's Title: LIHEAP Co-Coordinator(s)

Supervisory Responsibility: None

Minimum Level of Education/Experience Required: High school diploma or equivalent with previous work experience in a related field.

Other Requirements: Strong attention to detail, ability to take direction, commitment to accuracy, be comfortable using technology, able to communicate and work with a diverse population, and the ability to work independently and as part of a team.

License or Certification Required: Must have a valid Illinois Driver's license and proof of automobile insurance.

Essential Functions of the Job:

1. Responsible for taking applications at various locations for the LIHEAP and PIPP programs, and other programs as assigned.
2. Responsible for accurate program applications that adhere to program rules.
3. Data entry responsibilities in accordance with grant rules and procedures.
4. Responsible for locating potential program participants and informing them of available programs offered by the Agency.
5. Provide referrals to customers as needed.
6. Responsible for reporting to work on a regular and predictable basis as scheduled in order to meet customer and workload needs.
7. Complete and submit all required employment documents, timesheets, and trainings.
8. Travel required throughout the service region and to trainings/meetings.
9. Other duties as assigned.

Physical Demands:

1. Must be available to perform the essential functions of the job whenever scheduled to work.
2. Must be able to move about the office to meet with customers, and visitors, and operate common office equipment.
3. Must be able to remain in a stationary position to work on a computer to complete program applications and enter program documentation.
4. Must be able to pick up and hold documents and other common office items.
5. Must be able to communicate and converse with customers, coworkers, and visitors to implement energy assistance services and supervise staff.
6. Must be able to operate a computer to record and report data and to communicate with staff, customers, volunteers, and community partners.
7. Must be able to complete mathematical computations to determine program eligibility of applicants and determine accuracy.

8. Must be able to use a telephone to communicate effectively with customers, coworkers, and community partners.
9. Must be able to operate a motor vehicle to supervise other office and outreach locations and to attend required training.

Protective Equipment: None.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to modification to reasonably accommodate individuals with a disability.

Printed Name: _____

Signature: _____ Date: _____

Job description last reviewed: 9/1/2026 by RQ & SN

Additional Info updated for Part-Time Status 9/1/2026 by RQ:

- Estimated 25-29 hours per work week.
- 4.0 hours of paid leave each holiday, plus other paid or unpaid leave in accordance with leave laws.
- A casual work environment.
- The opportunity to contribute to important work in our community.

Starting Wage Range: \$16.00 – 16.75 per hour (hourly, non-exempt)