



Building Better Futures

Intake Specialist (WHEAP Program), Milwaukee, WI

JOB CODE: EM009

Schedule: Full Time

Work Status: Regular

Salary: \$14.50-\$18.13, based on experience

Location: 2701 Chase Avenue, Milwaukee, WI 53207

We Invite You to Join UMOS' Diverse & Dedicated Team

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UMOS' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UMOS is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

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Benefits

To support its team members, UMOS offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The options to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UMOS annually contributes at least 3% of employees' eligible compensation

Diversity & Equal Opportunity

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

Are you a customer service pro who would love to help people in our community get the resources that they need? We have an amazing opportunity for you!

In this role, you will be responsible for conducting outreach activities at various locations, screening applicants by phone, mail or face-to-face and complete applications for the WHEAP (Wisconsin Home Energy Assistance) program. You will assist with resource fairs, providing applicants, the public and community agencies with WHEAP information and other available community resources regarding programs and services.

Primary Responsibilities:

1. Provide efficient, interactive WHEAP intake services by phone, face-to-face or by mail and determine program eligibility.
2. Verify earned and unearned income, including wages, child support, TANF, Social Security, Unemployment Insurance, etc.
3. Enter applications into the WHEAP electronic data system timely and accurately.
4. Answer phones, schedule appointments and provide program information to applicants.
5. Communicate with vendors regarding repairs and emergency fuel fills.
6. Provide timely and accurate response to prevent disconnections and adhere to written crisis policy when providing responses.
7. Respond to applicant questions, assist with verification, and carry out benefits processing in a timely manner.
8. Conduct community outreach and provide mobile intake services at community agencies, senior centers, housing/neighborhood centers and other locations to as deemed applicable.
9. Conduct home visits as necessary for the elderly, handicapped and disabled.
10. Make referrals to weatherization program for possible Furnace repair or replacement or homes identified with high gas or electric usage based on targeted home performance.
11. Participate in program awareness events held throughout the community.

Qualifications:

1. High School diploma or equivalency.
2. Two years' experience in case management or any equivalent combination of training and experience, which would provide the following knowledge, skills and abilities.
3. Strong interpersonal and communication skills
4. Willing to travel and work irregular/flexible hours including on call evening hours.
5. Bilingual in English and Spanish in both verbal and written form preferred.
6. Must have a car, valid driver's license and adequate auto insurance.
7. Strong computer skills and proficiency in Microsoft Office products (Word, Excel, Outlook, PowerPoint, Access, etc.)

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UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.