



Job Title: Outreach Specialist
Classification: Full time
Reports to: Weatherization Manager
Exempt Status: Nonexempt
Direct Reports: None

Community Action Agency of Greater Kansas City is a nonprofit organization providing programs and services to low-income residents of Jackson, Platte and Clay counties, Missouri.

Program Description: The Low-Income Weatherization Assistance Program (LIWAP) provides cost-effective energy-efficient home improvements to Missouri's low-income households. The program's purpose is to lower utility bills and improve comfort while ensuring health and safety providing services to residents of Jackson, Platte and Clay counties, Missouri

Minimum requirements:

1. Bachelor degree in Business Administration, Human Services, or a related field.
2. Two (2) year experience in providing outreach to comparable clientele
3. Proficient in alpha-numeric filing, Microsoft Office products: word, excel, outlook, power point and ability to learn State database
4. Very strong interpersonal skills and experience working/speaking to the public
5. Excellent listening and assessment skills
6. Experience with email, facsimile machine, scanner and copier
7. Reliable transportation, valid driver license and maintain active car insurance

Essential functions:

1. Actively identify outreach opportunities to educate, engage and promote all CAAGKC programs and services
2. Recruiting, identifying and assessing low-income households for energy conservation programs
3. Publicly represent programs and organization through community outreach events, including canvassing neighborhoods, community fairs, neighborhood meetings, stakeholder and other partner events
4. Prepare status reports to accurately describe activities in the field and to monitor progress towards program goals on contractor and consultant
5. Assist in creating activities to increase staff awareness, volunteerism and attain community involvement with the mission of the organization
6. Be non-judgmental and objective in working with staff, vendors, and clients
7. Determine eligibility through intake process
8. Data entry of client eligibility
9. Maintain confidentiality of client information
10. Follow up with clients who received services to ensure quality service and customer surveys
11. Work effectively in high stress situations
12. Independently work and/or team setting and adhere to deadlines
13. Ability to schedule appointments
14. Any other duties as assigned



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Physical Demands:

Sitting	60%	Standing	30%
Bending	5%	Lifting	5% ability to lift at least 25 lbs. or less