

## LIHEAP Administrative Assistant

The primary responsibility of the LIHEAP Administrative Assistant is to be the initial contact for individuals who come to the office for LIHEAP assistance or call with questions.

Requirements: High school diploma or GED required. Passion for helping others, detail oriented, ability to work in a fast paced environment, great customer service skills both in face to face interactions and on the phone. Computer proficiency with Windows-based operating system.

Responsibilities: Answer telephone calls and provide accurate program information and/or transfer calls to the appropriate person. Process mailings. Greet visitors/clients and provide information on program eligibility and application status. Scan LIHEAP applications. Register LIHEAP Applications in the appropriate database(s). Assist with additional LIHEAP data entry and processing responsibilities as necessary. File approval/denial letters, applications and other records as necessary.

Salary range: 28,000 – 33,000 annually

If interested in applying, please submit your cover letter and resume to Shelly at [sstroessner@maaclink.org](mailto:sstroessner@maaclink.org). No phone calls, please.

Mid America Assistance Coalition is an equal opportunity employer.