

**Application Assistant**  
**Low Income Home Water Assistance Program (LIHWAP)**

The primary responsibility of the LIHWAP Application Assistant is to support the office work needed to ensure the accurate and timely processing of LIHWAP applications. LIHWAP provides assistance to low-income households to help pay their water/wastewater bills.

Mid America Assistance Coalition (MAAC) has a contract with the State of Missouri to process LIHWAP applications for residents in Clay, Jackson and Platte Counties.

Employees must be willing and able to adhere to program guidelines and requirements as set forth by the State.

This is a full time hourly position with benefits. MAAC's regular work week is 37.5 hours, but this position may be required to work up to 40 hours weekly as needed.

Requirements: High School Diploma or GED required and 1 year of experience in an office environment. Reliable transportation. Must be detail oriented. Must be flexible and willing to quickly shift focus if needed. This position requires the ability to effectively and efficiently file. Ability to handle stress and remain calm. Computer proficiency with Windows-based operating systems and the ability to seamlessly use dual monitors. Must pass a background screen.

Responsibilities: Monitor daily print requests and ensure needed documents are printed and mailed correctly and in a timely manner. Open incoming mail and date stamp all documents. Assist with scanning. File paper applications. Review and record voice mail messages. Other duties as assigned.

Physical requirements: The physical demands described here are representative of those that must be met by a teammate to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, and use hands and fingers to operate a computer and telephone keyboard

Specific vision abilities required by this job include close vision requirements due to computer work

Light lifting may be required (no more than 20 pounds at a time with occasional lifting or carrying of objects weighing up to 10 pounds)

May be required to climb a step stool for filing

Regular, predictable attendance is required

Work Environment: The work environment characteristics described here are representative of those a teammate encounters while performing the essential functions of this job.

Moderate noise (i.e. business office with computers, phone, and printers, light traffic)

Ability to work in a confined area

Ability to sit at a computer terminal for an extended period of time

Safety Considerations due to COVID: The LIHEAP office will follow guidelines provided by the City of Kansas City and the Kansas City Health Department. This is an essential, in-office position. The office has enough space to allow for the recommended social distancing of 6 feet. Staff may be asked to wear PPE dependent on current Federal, State, City and/or County regulations.

Pay range: \$14-16/hr based on a 37.5 hour work week.

Interested applicants should email resume and cover letter to Pam at [pmeek@maaclihwap.org](mailto:pmeek@maaclihwap.org), subject line LIHWAP Admin Assistant

Mid America Assistance Coalition is an equal opportunity employer.