

The primary responsibility of the Low Income Home Water Assistance Program (LIHWAP) Application Processor is the processing of LIHWAP applications. LIHWAP is a federally funded state assistance program providing resources to low income households to pay their water/waste water 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 salaried, non-exempt position with benefits.

Requirements: BA/BS in a related field preferred, High School Diploma or GED required; and 1 year of experience in office environment and data entry. Must have reliable transportation. This position requires the ability to effectively communicate and to provide service to individuals from various socioeconomic and cultural backgrounds. Must be detail oriented. Must be flexible and willing to quickly shift focus if needed. Ability to handle stress and remain calm. Computer proficiency required, with Windows-based operating systems and the ability to seamlessly use dual monitors. Must pass background check.

Responsibilities: Process applications and review all information to determine eligibility. Data entry into an established database. Perform processes with accuracy and adherence to program regulations. Provide courteous and friendly customer service. 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)

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 LIHWAP 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: \$32,000 - \$35,000 based on a 37.5 hour work week.

Interested applicants should email their resume and cover letter to Pam at pmeek@maaclihwap.org, subject line LIHWAP Processor.

Mid America Assistance Coalition is an equal opportunity employer.