

**Bilingual LIHEAP Intake Associate**  
**Worcester Community Action Council, Inc. is seeking a Full Time,**  
**37.5 hours per week, LIHEAP Intake Associate to work in Worcester,**  
**Monday – Friday, 8:30am to 4:30 pm.**

**Duties and responsibilities:**

LIHEAP Intake Associates process fuel assistance applications submitted both in person and through the mail. They review and enter information provided by clients to the processing system in addition to greeting clients, directing incoming calls, and providing excellent customer service.

**Qualifications:**

High School Diploma or equivalent required, Bachelor's degree preferred.  
Ability to provide excellent customer service while greeting clients and visitors and both in person and on the phone for the agency.  
Excellent critical thinking, analytical and organizational skills and high attention to detail.  
Excellent computer skills, including Microsoft Office and proprietary software.  
Ability to speak and write in Spanish or other languages  
Strong communication skills and experience dealing with customers in person preferred.

WCAC offers excellent benefits to include Blue Cross Health and Dental, Agency paid Life Insurance, 403(b), paid time off and much more.

Send cover letter and resume specifying position to Human Resource Department, Worcester Community Action Council, Inc. 484 Main Street, Worcester, MA 01608. AA/EOE.

**All resumes must be received by September 4, 2015.**