

Maui Economic Opportunity, Inc.

Job Description



Job Title: Compliance Specialist
Department: Community Services
Reports To: Director
FLSA Status: Non-exempt
Prepared Date: April 2012
Updated Date: April 2021

SUMMARY:

Provide administrative support and perform quality assurance and compliance reviews of all client intakes and applications for the Low Income Energy Assistance Program (LIHEAP). Conduct interviews, complete intake forms, collect and verify documents and determine eligibility.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Review and evaluate intake forms and verify information against supporting documents to ensure program objectives are met and are in compliance with internal and state and federal regulations.
- Review and analyze applications, monitoring reports and other related source documents to ensure of accuracy.
- Input client and supporting document information into the database.
- Collect and compile data and complete reports as needed.
- Follow up on missing documents and information.
- Generate acceptance and denial letters.
- Generate reports as needed.
- Interview clients and collect information and documentation to determine program eligibility.
- Assist clients by aiding in the completion of application forms and following through on the required documents.
- Maintain open communication with staff and clients.
- Promote and maintain a high level of customer service ensuring that client's needs are met.
- Promote and maintain safety culture for staff and clients.
- Work varied shifts.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Proficient attention to detail and high level of accuracy.
- Strong math and analytical knowledge, skills and abilities.
- Proficient use of computer applications to include, Word and Excel, Access and data entry.

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- Ability to work independently with minimal supervision.
- Excellent interpersonal skills, which include, written, verbal and listening.
- Cooperative team player and a desire to help others.
- Working knowledge of customer service, interviewing techniques and public relations.
- Knowledge and application of proper telephone etiquette.
- Organized, detail and tasks oriented.
- Ability to manage many projects at a given time and meet deadlines and prioritize workload.
- Ability to work varied shifts, which include evenings and weekends.
- General knowledge of health and safety regulations.

EDUCATION and/or EXPERIENCE:

- Bachelor's degree or on-going education in business, accounting, math or a related field and previous experience preferred; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret common scientific and technical information, contracts and financial reports.
- Ability to write reports and correspondence.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community.
- Ability to effectively present information in one-on-one situations to other employees of the organization and the public.

MATHEMATICAL SKILLS:

- Ability to create, read and analyze financial and statistical reports.
- Ability to work with mathematical concepts such as probability and statistical inference.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

- Ability to define problems collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical information including, but not limited to: grant contracts, financial reports and policy and procedure manuals.
- Ability to deal with several abstract and concrete variables.
- Ability to defuse agitated clients and/or employees in stressful situations.
- Ability to interact and have compassion for persons with mental or physical disabilities.
- Ability to manage many projects at a given time.
- Ability to perform well under pressure.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Access to an insured vehicle and a valid driver's license.

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PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Frequently required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to reach with hands and arms.
- Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close and distance vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally:

- Occasionally exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions.
- The noise level in the work environment is usually moderate.