

POSITION: Intake Manager - Weatherization

PAY GRADE: \$29.28 – \$42.17, based on experience.

LOCATION: Sheboygan, WI

GENERAL RESPONSIBILITIES: The Intake Manager oversees and manages the application, eligibility, and intake operations for the Weatherization Assistance Program across assigned counties. This role provides leadership to intake staff, ensuring high-quality customer service, regulatory compliance, and effective program delivery. The Intake Manager also supports outreach efforts, program evaluation, and coordination with internal departments, community partners, and funding agencies.

JOB DUTIES:**Program Oversight & Administration**

- Manage and oversee the intake and application process for Weatherization.
- Ensure compliance with all federal and state program rules and regulations.
- Implement, monitor, and refine internal policies, procedures, and standard operating practices for intake and customer service.
- Maintain program readiness for monitoring, audits, and evaluations; assist with audit coordination.
- Serve as a backup contact with funding agencies and support communication with regulatory bodies.
- Assist in maintaining program budgets and tracking expenditures in coordination with leadership and accounting staff.

Staff Supervision & Training

- Provide direct supervision and leadership to intake staff.
- Develop and deliver training on eligibility determination, recruitment, enrollment, document processing, fraud prevention, and system use (e.g., DEHCR Home Energy Plus).
- Conduct case reviews with Quality Control staff and implement process improvements.
- Ensure staff adherence to policies, procedures, and performance expectations.

Customer Intake & Service Delivery

- Oversee customer intake services, ensuring timely processing of applications and accurate eligibility determinations.
- Ensure applications, materials, and assistance are accessible to all customers.
- Implement and refine customer service protocols to enhance client experience.
- Oversee verification processes, including income verification (W-2, Social Security, child support, etc.).
- Ensure accurate client file maintenance and the safeguarding of confidential information.
- Support crisis response efforts & proactive services to prevent utility disconnects & no-heat situations.
- Participate in & support emergency response protocols, including after-hours coverage and on-call rotations.

Outreach & Community Engagement

- Actively identify and recruit eligible households through outreach strategies and system tools.
- Coordinate with Partners' Intake and Outreach/Marketing staff as necessary to ensure intake goals are met and the programs have an appropriate, adequate number of approved eligible applicants on file to fulfill contract requirements.
- Organize, lead, and participate in outreach events and community engagement activities, ensuring active staff involvement to support program visibility and contract fulfillment goals.
- Develop and maintain partnerships with community agencies, service providers, and referral networks.
- Build alternative service networks for individuals who are not eligible for assistance programs.

Program Operations & Compliance

- Monitor program performance and ensure sufficient application volume to meet contract requirements.
- Implement and oversee fraud prevention efforts, including assessment and referral processes.
- Ensure the effectiveness of electronic filing systems and maintain strict compliance with data privacy, confidentiality, and Personally Identifiable Information (PII) protection standards.
- Provide regular reports to leadership and the Board of Directors, including intake metrics, outreach results, and program performance.
- Assist with preparation of required monthly, internal, and funding-source reports.

Emergency & Operational Readiness

- Ensure appropriate staffing levels during peak seasons, including Emergency Furnace and heating seasons.
- Be available to respond to urgent program or client needs, including after-hours situations as required.
- Support implementation of energy crisis guidelines and emergency assistance protocols.

General Duties

- Maintain confidentiality and adhere to all organizational policies.
- Attend meetings, training, and conferences as required.
- Travel within the service area and statewide as needed.
- Perform additional duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in business administration, social services, or related field preferred; or an equivalent combination of education and/or experience.
- Minimum of 3 years' supervisory or program management experience, preferably in a nonprofit or human services environment preferred.
- Strong knowledge or ability to learn energy assistance and housing program regulations.
- Excellent leadership, organizational, and problem-solving skills.
- Strong written and verbal communication skills.
- Experience in public relations, outreach, and community engagement.
- Proficiency in Microsoft Office and database systems.
- Ability to work effectively with diverse populations.
- Valid Wisconsin Driver's License, reliable transportation, and auto insurance required.
- Ability and willingness to travel within the state and occasionally overnight.
- Bilingual English/Spanish or English/Hmong preferred but not required.