



Native American Youth and Family Center

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ENERGY ASSISTANCE SPECIALIST

Founded in 1974, the Native American Youth and Family Center (NAYA) is a thriving social services and community center in NE Portland, and one of the city's most respected nonprofit organizations. Portland ranks as one of the largest Urban Native communities in the U.S. and NAYA's 170 employees provide a wide spectrum of programs for our people, from education to housing to elder services. We do our work knowing that our Native cultures are a source of our empowerment.

NAYA offers an exceptional benefits package, including medical, dental and vision insurance, 401(k) retirement plan with up to 6% match, paid vacation and 14 paid holidays. This is a full-time position. As with all nonprofits, you will occasionally attend events which may take place in the evenings or on weekends.

The wage for this position is \$20-24 dollars per hour.

Who You Are:

- You have a passion for working with community members and clients in-person helping them find resources and financial assistance with their utility bills.
- You can provide exceptional customer service while remaining calm while working with individuals who are experiencing a stressful situation.
- You are detailed when entering client information into databases.
- You are dependable, flexible, consistent and can learn quickly.
- You are upbeat, personable, friendly, kind and take direction well.
- You can collaborate closely with Multnomah County correcting information quickly.
- You can follow the guidelines and procedures of the Energy Assistance Program.
- You have a high school diploma or GED or a combination of education and experience that can be an acceptable substitute.
- You have experience working with diverse populations.
- You are knowledgeable of the Native American/Alaska Native Community.
- You have exceptional computer skills.

What You'll Do:

1. Take several appointments every day, in person and over the phone providing courteous, kind, friendly customer service to clients.
2. Support clients in providing the necessary documentation to submit energy applications.

3. Enter client data and information into databases while closely following program guidelines.
4. Adhere to NAYA's confidentiality policy.
5. Work as part of a team.
6. Always represent NAYA professionally.

How To Apply:

Please send a resume and cover letter to jobs@nayapdx.org. If you need accommodation during the application process, please note this in your email.

Position is open until filled.