



Job Description

State Home Energy Assistance Program (SHEAP) Coordinator

Department: Family and Community Resources
Reports To: Family and Community Resources Programs Manager
F.L.S.A. Classification: Non-Exempt
12 Month Project Employment- 07/01/2026 - 06/30/2027
Range: 8/9 \$37.30 hr.
Location: On-site

Position Summary:

The SHEAP Program Coordinator works under the Family and Community Resources Programs Manager and manages the day-to-day administration of the State Home Energy Assistance Program (SHEAP). The position independently handles routine casework within established policies but does not supervise staff or make program policy decisions.

Funded by the Washington State Department of Commerce through the Climate Commitment Act, SHEAP provides electric utility assistance and, in some cases, heating and cooling system replacement for eligible tribal households at or below 80% of Area Median Income. The coordinator serves households across SPIPA's five member Tribes, applies established program rules consistently, maintains accurate records, and refers policy or eligibility questions to management.

Job Responsibilities:

Intake and Eligibility

- Receive and process energy assistance applications in person, by phone, and electronically.
- Verify household eligibility, income, residency, utility account, identity, and required documentation.
- Determine and document benefits using the approved benefit matrix.
- Notify applicants of eligibility, benefit amounts, and next steps.
- Maintain complete, accurate, secure, and confidential client records.

Payments and Vendor Coordination

- Prepare and track payments to utilities and approved vendors in accordance with SPIPA and Commerce requirements.
- Resolve payment, account, and vendor discrepancies.
- Assist with heating and cooling system replacement referrals and documentation when applicable.
- Reconcile program expenditures with the Programs Manager.

Outreach

- Conduct outreach to eligible households, including underserved and hard-to-reach populations.
- Travel to SPIPA's five member Tribes for intake and meetings.
- Prepare required outreach materials and coordinate with tribal programs and staff.

Reporting and Compliance

- Maintain program data and prepare reports required by SPIPA and Commerce reports
- Enter and maintain records in required state and SPIPA systems.
- Follow SHEAP policies, funding requirements, SPIPA fiscal procedures, and applicable laws.
- Report suspected fraud or loss of funds and support audits, monitoring, and records retention requirements.
- Maintain records according to retention requirements and assist with monitoring visits and program reviews.

Other

- Attend required training.
- Other duties as assigned.

The SHEAP Program Coordinator, as an employee of the South Puget Intertribal Planning Agency, is expected to collaborate, engage, and work closely with all SPIPA programs to fully support the agency's Vision, Mission, and Core Values in accordance with all Agency directives.

Minimum Requirements:

- Associate degree, or two or more years of experience in energy assistance, social services, case management, benefits eligibility, or a closely related program.
- Experience determining eligibility, managing application paperwork, or maintaining client files.
- Proficiency with Microsoft Office and comfort learning web-based intake and reporting systems.
- Valid Washington State driver's license, insurable driving record, and ability to travel regularly within the service area.
- Ability to pass a background check.

Knowledge, Skills, and Abilities

- Ability to apply written policy consistently and document decisions clearly.
- Accuracy and attention to detail with numbers, deadlines, and paperwork.
- Ability to manage confidential information with discretion.
- Ability to collaborate respectfully with tribal communities and to work with people in financial hardship without judgment.
- Clear written and verbal communication with clients, vendors, tribal staff, and state program contacts.

- Ability to organize workload, meet recurring deadlines, and work independently between check-ins.

Physical Abilities: Bending at the waist; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; hearing and speaking to exchange information; seeing to read reports and data; occasionally lifting medium objects generally less than 25 pounds. Occasional travel to Consortium Tribe locations and selected conferences and trainings. Ability to safely operate a motor vehicle.

Salary/Fringe Benefits:

Compensation for this position has a starting range of 8/9 \$37.30. Starting wage has been set by grant requirements. Benefits include medical, dental, vision, life insurance, and Agency contribution to a retirement program.

Confidentiality: This position will have knowledge of confidential personal information regarding others. The employee will be required to sign a Confidentiality Agreement and adhere to applicable standards.

Equal Opportunity: SPIPA is an equal opportunity employer. However, Native American preference applies in that we seek to hire qualified enrolled members of SPIPA consortium Tribes, federally recognized Tribes or Alaska Natives. Minimum qualifications must be fully met for all applicants to be considered for employment.

Drug-free Workplace: SPIPA is committed to providing a drug-free workplace for its employees, volunteers and the communities it serves. This position requires successful completion of a pre-employment drug test.

To Apply:

Complete a SPIPA Employment Application at <http://www.spipa.org>, a cover letter describing how your qualifications align with this position, and resume including three work related references - "**See Resume" or omitted information (ie...employment history) is not sufficient for application completion.**

Archie Smith, Human Resources Manager
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SPIPA Employment application is available online at <http://www.spipa.org> under JOBS or by calling 360.426.3990

Application screening begins September 11, 2026. Open until filled.

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