



## JOB ANNOUNCEMENT

### UTILITY INTAKE SPECIALIST/ADVOCATE

The Pennsylvania Utility Law Project (PULP) is seeking a highly motivated individual who strives to make a significant contribution to the well-being of low income households by serving as Utility Intake Specialist/Advocate.

Located in Harrisburg, Pennsylvania, PULP is administered by Regional Housing Legal Services (RHLS) and is the designated statewide utility advocacy project of the Pennsylvania Legal Aid Network (PLAN). On behalf of its low income clients, PULP regularly participates in legislative and administrative proceedings affecting low income utility and energy consumers, and provides co-counsel, support, training, and technical assistance to locally based legal aid programs, community groups, and non-profit agencies. PULP also operates a utility hotline, providing advice and legal representation to individual clients facing the loss of utility service or who are trying to reconnect to utility service. PULP regularly collaborates with RHLS and others on projects which seek to expand access to affordable shelter, affordable utility and energy service, and home weatherization.

This part-time position would be the first point of contact for potential clients who contact the utility hotline, many of whom are actively experiencing hardships and crisis. The position is responsible for speaking with a high volume of callers over the telephone, determining their eligibility for services, making appropriate referrals, and opening case files. The position will also include scheduling appointments for PULP staff and performing other administrative tasks.

**Location:** This position will be based at PULP's office in Harrisburg, Pennsylvania. After an initial in-person training period, hybrid or remote work arrangements will be considered.

#### **Required Qualifications:**

- A commitment to achieving economic and racial justice for low income Pennsylvanians.
- Empathy for all individuals and the ability to listen and make people feel heard during their time of need.
- A commitment to providing advice, representation, and assistance to low income individuals.
- Strong interpersonal and organizational skills, excellent oral communication skills, and the ability to deal with a high volume of direct client interaction.
- Computer literacy, including web-based applications, email, and word processing.
- Willingness and motivation to assist on both substantive cases and administrative matters.
- The ability to work on projects which seek to advance utility affordability and housing

sustainability for low income households and communities.

**Preferred Qualifications would include one or more of the following:**

- Prior low income advocacy experience.
- Direct client or customer service experience.
- Fluency in writing and speaking a language other than English, preferably Spanish.
- Experience with social services agency or nonprofit organization that advocates on behalf of low income households.
- Experience working with the public.

This is a 20 hour per week position, compensation starts at \$22.50 per hour.

To apply, please send a letter of interest and resume to:

Kristen F. Geesaman  
Direct Services Manager  
Pennsylvania Utility Law Project  
118 Locust Street  
Harrisburg, PA 17101  
[kristen@pautilitylawproject.org](mailto:kristen@pautilitylawproject.org)

**Applications by e-mail are preferred.** Applications will be accepted until the position is filled.

PULP/RHLS is an Equal Opportunity Employer and values a diverse work experience. People of color, persons who are bi-cultural, bi-lingual, women, persons with disabilities, and persons who identify as LGBTQIA+ are encouraged to apply.