

Position description for Customer Coordinator -- Denver & Jefferson County Weatherization Program, EnergyLogic Solutions (ELS) in partnership with Veterans Green Jobs (VGJ).

ORGANIZATION

EnergyLogic is Colorado's leading provider of home energy efficiency and conservation services. We've helped homeowners all along the Front Range improve the homes they live in. Recently, we partnered with VGJ to implement the Governor's Energy Office (GEO) weatherization service provider contract -- this contract is an annual \$6M state funded program to conduct energy audits and weatherization work for qualified low-income families; information at <http://www.colorado.gov/energy/index.php?/policy/weatherization-assistance/>. For additional organizational information please visit www.nrglogic.com or www.veteransgreenjobs.org.

JOB SUMMARY

The Customer Coordinator directly supports an annual 1500-home weatherization goal through the timely and professional scheduling of program recipients. The individual is responsible for coordinating and preparing customers to receive one of 11 weatherization crews; this education and preparation is essential to assuring the crews are efficient as possible when they arrive. The Customer Coordinator works directly with the Crew Coordinator to timely and efficiently schedule and manage the flow of projects from receipt through completion.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Establish, integrate, and run the division's customer coordination program;
2. Provide professional interaction with customers;
3. Prepare and educate customers in order to set their expectations;
4. Interact with the Weatherization Crew Coordinator to schedule customers in an efficient manner;
5. Schedule crews when the Crew Coordinator is unavailable;
6. Other duties as assigned by the Weatherization Director.

QUALIFICATIONS

- Ability to professionally interact with customers and educate them on Weatherization Program procedures;
- A strong desire to create transformative programs and attention to details;
- A passion for and commitment to the mission and environment of helping low income families;
- A knowledgeable background of basic construction procedures;
- High School degree required;
- Minimum two years Administrative Experience or Customer Coordination experience preferred;
- The experience and interpersonal skills to effectively relate to a range of constituents;
- Ability to work in a fast paced, start-up, environment;
- Military experience given preference; demonstrated service ethic a plus (AmeriCorps, Peace Corps);
- Excellent verbal and written communication skills;
- Strong computer skills;
- Cultural sensitivity and commitment to the highest standards of professionalism and integrity.

REQUIRED MANAGEMENT ATTRIBUTES

To be effective in this organization's cooperative leadership structure, an individual must possess the following attributes: placing others above self, dedication to a team, high level of self awareness, strong communication skills and willingness to work on all issues in cooperation with colleagues.

ELS is prepared to offer a starting base salary from \$22,000 to \$30,000 (plus benefits) depending on experience. This position also has potential for increased salary and advancement within ELS or VGJ's other programs. The successful candidate will be expected to work from offices based out of Denver, CO. Send resume and cover letter with the subject line: Customer Coordinator to: dianna.heustis@nrglogic.com no later than 10 March, 2010 (no phone calls please).

ELS and VGJ are Equal Opportunity Employers.