

JOB OPPORTUNITY: ENERGY AND GHG REDUCTION CLIENT SERVICES REPRESENTATIVE

Employer: City Green Solutions Society

Responsibilities:

This is an entry level position with extensive training provided and opportunities for growth and job advancement. This position will assist with various tasks to support our various home and business energy and GHG reduction services and programs, including but not limited to:

- Providing primary client services phone and email support for programs
- Providing energy coaching advice and support for homeowners, businesses, builders and other stakeholders contacting the efficiencybc.ca program
- Researching and writing energy efficiency program information and resources
- Assisting with multiple tasks, including data entry, filing, and other administrative tasks as needed.
- Supporting City Green's technical support, program coordinating, and communications staff as needed.

Qualifications (Skills, Experience, Personality)

- Personal and professional fit with City Green's vision and mission.
- Being flexible and motivated is a requirement.
- Ability to be self-directed, think-on-your-feet, teach yourself how to complete tasks and address challenges and issues as they arise.
- Ability and interest to learn building science and the nuances of energy efficiency rebate and incentive program terms and conditions.
- Ability to explain complex details to consumers and industry in straight forward language.
- Ability to work in a dynamic and fast paced team environment.
- Good listening skills and a high tolerance for interruptions and multi-tasking.
- Willingness to spend a large percentage of working time on the phone or email providing outstanding customer service energy coaching.
- Strong critical thinking and problem solving skills.
- Excellent communication skills (oral, written, and telephone).
- Strong writing skills are key!
- Accuracy and attention to detail a requirement.
- Knowledge of and/or experience with energy efficiency, building construction, and/or building science an asset.
- Experience with MS office suite and SharePoint software an asset.
- Strong MS excel skills strongly encouraged.
- A good sense of humour is appreciated.
- Diploma/degree in relevant field or combination of relevant experience an asset.
- Interest in advancing building energy and GHG reduction solutions a requirement. A passion for this, an asset.
- Interest in growing a career in home energy efficiency is an asset.

Other Information

- Start Date: Soon As Possible
- Hours: Monday to Friday 9am to 5pm.
- Compensation: \$16/hour starting compensation.
- Location: Downtown Victoria office, close to public transit and indoor and outdoor bike lock-up.
- Training: Job training provided

- Probation period is 3 months
- Comprehensive benefits program will be available after 3 months
- Given the extensive training provided we are looking for a candidate that is interested in a minimum of a two year commitment.
- Work Environment: City Green offers a casual and flexible (but fast paced) work environment and an opportunity to help shape and grow a dynamic energy/GHG reduction focused social enterprise

Qualified candidates can submit cover letter and resume (in one attachment) via email to **manager(at)citygreen.ca** **prior to 9am Friday March 15th, 2019**. Early applications are encouraged as interviewing may commence prior to submission deadline. While we truly appreciate all applications, only those selected for an interview will be contacted. No phone calls or walk-in applications please.

About City Green

[City Green Solutions](#) is an enterprising non-profit organization with a mission to excite, inspire and lead British Columbians in finding energy and GHG reduction solutions. We provide home energy efficiency evaluations; energy efficiency program design; education and training services; and research and strategy development for the reduction of building energy consumption.

For information on current programs City Green delivers, or is a partner for program delivery, see:

- efficiencybc.ca
- [BC Hydro - Smart Hot Water Heater Trial](#)
- [Rate Our Home](#)
- [Vancouver Heritage Energy Retrofit Program](#)
- [Energy Save New West](#)
- [Home Performance Stakeholder Council](#)