



Job Opportunity: Energy Coach and Client Services Representative

POSTING DATE: August 14, 2020

CLOSING DATE: September 1, 2020

EMPLOYER: [City Green Solutions](http://www.citygreensolutions.ca)

Responsibilities:

This is an entry-level position with extensive training and opportunities for growth and job advancement. This position will assist with various tasks to support City Green's home and business services and programs, including but not limited to:

- Providing energy coaching and support for homeowners, businesses, builders and other stakeholders contacting the [CleanBC BetterHomes Energy Coach Service program](#), which is administered by City Green
- Providing primary client services phone and email support for programs
- Researching and developing energy efficiency outreach and engagement materials
- Supporting City Green's technical support, program coordination, and communications staff as needed
- Assisting with multiple tasks, including data entry, filing, and other administrative tasks 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 work in a dynamic and fast paced team environment
- Ability to work independently from home as/if required
- 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 client services and energy coaching
- 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
- Strong critical thinking and problem solving skills
- Excellent communication skills (oral, written, and telephone). Strong writing skills are an asset
- Accuracy and attention to detail
- Client services and/or office experience is an asset
- Knowledge of and/or experience with energy efficiency, building construction, and/or building science is an asset
- Experience with MS office suite
- Strong MS excel skills strongly encouraged
- A good sense of humour is appreciated
- Fluency in a second language is a strong asset (but not a requirement)
- 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 is an asset
- Interest in growing a career in home and building energy efficiency is a strong asset

CityGreen

214 – 620 View Street, Victoria, BC, V8W 1J6
ph. 1.866.381.9995 | em. savings@citygreen.ca | www.citygreen.ca

City Green Solutions is an enterprising non-profit with a mission to excite, inspire and lead British Columbians in finding innovative home and building energy efficiency solutions.



Other Information

- Start Date: As soon as the right candidate is available
- Hours: Monday to Friday 9am to 5pm
- Part time is an option
- Compensation: \$18/hour starting compensation
- Location: Downtown Victoria office, close to public transit and indoor and outdoor bike lock-up
- Training: Job training provided
- Probation period: 3 months; comprehensive benefits program available after 3 months
- 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 elena.dopfer@citygreen.ca **prior to September 1, 2020.** Early applications are encouraged. 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:

- [BetterHomesBC](#)
- [BetterBuildingsBC](#)
- [BringitHome4Climate.ca](#)
- [Vancouver Heritage Energy Retrofit Program](#)
- [Energy Save New West](#)
- [Home Performance Stakeholder Council](#)



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