



Bilingual Customer Action Representative

Do you want to advance racial and economic justice while tackling climate change? All In Energy, a nonprofit organization, was founded in spring 2018 with a mission to accelerate an *inclusive* clean energy economy. We work hand-in-hand with cities and local community organizations to connect communities of color, Spanish speakers and renters to energy-saving programs and affordable renewable energy, which help families save money, make their homes healthier, and combat climate change. We are also creating new pathways into clean energy jobs, increasing green career opportunities for people of color, multilingual individuals and women.

We're seeking caring and detail-oriented fully bilingual (Spanish/English) Customer Action Representative to help Spanish-speaking families in the Merrimack Valley navigate their way through Massachusetts' generous, but complicated energy efficiency programs. You will play a critical role in ensuring the residents we meet receive high-quality support to access programs that can save their families money and make their homes healthier and more comfortable. The Customer Action Representative will be the primary contact point in helping Merrimack Valley families access energy efficiency and renewable energy programs.

Responsibilities will include the following, in Spanish and English:

- Phone and Email Communications with Residents:
 - Talk to residents on the phone to help them schedule no-cost home energy assessments.
 - Communicate with residents via email to support them to take action.
 - Follow up with residents who have received energy assessments to help them understand recommendations and remove barriers to adding insulation to their homes.
 - Solicit feedback from residents who have been through the program and ask for referrals from family, friends, and neighbors.
- Perform intake by phone and in-person through walk-ins at the Lawrence-based office and other locations.
- Support clients at every step of their journey, help them understand each next step, assisting in finding and scheduling contractors to complete required work, and complete and submit required paperwork.
- Make home visits to be present during projects if clients need to be at work or to collect documents needed for applications.
- Co-manage income eligible projects with the GLCAC MVRF Program Liaison and communicate with market rate vendors when necessary to give and receive updates on moderate income projects.
- Maintain organized contact records and other data about partnerships and community members, as well as program successes and challenges.

- Miscellaneous tasks associated with starting up a new nonprofit organization, as needed.

Required Qualifications:

- Bilingual in English and Spanish, both written and spoken
- Passion for addressing global climate change, equitable clean energy access, or economic and environmental justice.
- Ability and desire to speak with strangers on the phone in Spanish and English to ask them to take a no-cost action to save money and energy while helping reduce greenhouse gas emissions.
- Demonstrated ability to creatively problem solve and overcome obstacles.
- Ability to work independently and as a part of a small, nimble team.
- Detail-oriented and able to keep tasks, records and systems organized.

Preferred Qualifications:

- Experience communicating with the residents of low-income and/or majority-minority communities.
- Sales, outreach, or organizing experience, e.g. retail, political canvassing, fundraising
- Experience working with key performance indicators (KPIs)
- Experience with phone banking, voter registration calls, or other phone-based outreach.
- Experience with Customer Relationship Management (CRM) systems like Salesforce
- Basic knowledge of how homes use and lose energy.

Hours and Compensation:

- Full-time
- \$22/hour
- Flexible schedule, paid sick time, vacation time, retirement and technology benefits.
- Health, dental and vision insurance.
- Paid training to gain skills toward becoming a Mass Save energy specialist, a role that can earn up to \$80,000 per year with opportunities for advancement into roles such as HVAC sales, program management, and quality control.
- Partial work from home is possible with some required attendance in Lawrence office
- *For a detailed list go to bit.ly/AIEbenefits*

To apply, please email careers@allinenergy.org with your resume and a brief statement of your interest in the position and your qualifications.

All In Energy is an equal opportunity employer that values diversity. We are dedicated to broadening opportunities for individuals from demographic groups that are historically underrepresented in the clean energy economy. We are committed to building an inclusive workplace culture where talented people of widely diverse backgrounds can thrive. We are actively seeking people who bring diverse backgrounds and perspectives to join us in this work.