



## **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 the spring of 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, non-English 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 a caring and detail-oriented fully bilingual Customer Action Representatives** to help Spanish-, Portuguese-, and Khmer-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.

**In addition, you receive paid training and certifications** toward becoming a Home Energy Advisor or Decarbonization Consultant, roles that can earn more than \$75,000 per year.

**Responsibilities consist of supporting residents through every step of their home energy journey, in English and Spanish, Portuguese, or Khmer:**

- Perform intake by phone and in-person through walk-ins at the Lawrence-based office and other locations.
- Conduct eligibility screenings for clients to help them better understand what programs are available to them.
- Assisting in finding and scheduling contractors to complete required work including initial no-cost home energy assessment
- Make in-home visits to collect data necessary to assess opportunities for home electrification during, before, or after third-party home energy assessments
- Follow up with residents who have received energy assessments to help them understand recommendations and remove barriers to adding insulation to their homes.
- Assist clients with qualification and application support for rebates, incentives and financing for their projects.
- Assist with invoicing for services rendered, ensuring accuracy and timeliness in billing procedures.
- Co-managed projects with partner organizations and vendors to give and receive updates for the clients.

- Maintain organized contact records and other data about partnerships and community members, as well as program successes and challenges.
- Solicit feedback from residents who have been through the program and ask for referrals from family, friends, and neighbors.
- Miscellaneous tasks associated with starting up a new program, as needed.

#### **Paid Training:**

- Attend classes to receive three Building Performance Institute certifications
  - Building Science Principles (BSP)
  - Building Analyst Technician (BA-T)
  - Building Analyst Professional (BA-P)
- Complete 80 hours of shadowing home energy assessments, decarbonization consultations and weatherization and heat pump installations

#### **Required Qualifications:**

- Bilingual in English and Spanish, Portuguese, or Khmer 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 or in person in English and Spanish, Portuguese, or Khmer to ask them to take a no-cost action to save money and energy while helping reduce greenhouse gas emissions.
- Demonstrate 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 (night and weekend availability preferred)
- \$23.50/hour
- Flexible schedule, paid sick time, vacation time, retirement and technology benefits.
- Health, dental and vision insurance.
- Paid training and certifications toward becoming a Home Energy Advisor or Decarbonization Consultant.
- Partial work from home is possible with some required attendance in Lawrence office
- *For a detailed list of benefits go to [bit.ly/AIEbenefits](http://bit.ly/AIEbenefits)*

**To apply: Please submit your resume and a brief statement of your interest in the position and qualifications to: <https://allinenergy.bamboohr.com/careers/23>**

*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.*