



Bilingual Office Coordinator

Do you want to advance racial and economic justice while tackling climate change?

At All In Energy, we believe that in order to effectively combat the existential threat of climate change we must choose solutions and strategies that also directly confront and help to resolve the interconnected challenges of income inequality, social inequity, and racial injustice. That's why we're on a mission to accelerate the transition to an inclusive clean energy economy by bringing energy efficiency and renewable energy to underserved communities while increasing job opportunities for diverse talent in the clean energy industry. We work hand-in-hand with cities, local community organizations, and clean energy companies to connect communities of color, non-English speakers, landlords/renters, and small businesses to energy-saving programs and affordable renewable energy.

We're seeking a caring, detail-oriented, and self-starting bilingual (English and Spanish) Office Coordinator to manage both external and internal functions. Externally, you will be the initial point of contact, warmly greeting and guiding families in the Merrimack Valley as they access energy efficiency programs, ensuring they feel supported and at ease. Internally, you will play a vital role in creating an inclusive and welcoming office atmosphere where our team feels comfortable, valued, and motivated to do their best work through effective coordination of office operations and engaging with colleagues.

Your role will be crucial in providing high-quality support to help residents access programs that save money, enhance home comfort, and make their homes healthier and more comfortable.

This role manages office operations by coordinating communications, scheduling appointments, maintaining client records, handling inquiries, providing program information, and assisting with applications, all while fostering a welcoming and supportive environment to ensure every family receives the assistance they need.

Location: Lawrence, MA

Position Type: Full-Time In Person

Reports To: Bilingual Customer Action Manager

Job Summary:

Responsibilities consist of supporting residents through every step of their initial intake process, in English and Spanish, and ensure smooth office operations:

- **Customer Support:**
 - Greet and welcome residents by phone and in person, ensuring a friendly and inviting atmosphere at the Lawrence-based office.
 - Answer and direct incoming calls in a professional and courteous manner, transferring people to the appropriate contacts as needed.

- Perform intake by phone and in-person through walk-ins at the Lawrence-based office assisting residents with completing paperwork, answering questions, and providing necessary information.
- Schedule appointments for Customer Action Representatives to conduct eligibility screenings, helping clients understand available programs.
- Assist residents with completing intake paperwork, answering questions, and providing necessary information.
- Assist residents with scheduling Energy Bill Check Ups and gather related documents for Customer Action Representatives.
- Ensure all customer interactions are handled with care and confidentiality.
- **CRM Management:**
 - Create and update leads in the CRM system (such as Salesforce), ensuring accurate and timely information is recorded for case managers.
 - Work closely with case managers to streamline lead management and follow-up processes.
- **Office Management:**
 - Oversee office operations to maintain a clean, organized, and efficient workspace, ensuring all necessary services and equipment are available.
 - Monitor and manage office inventory, ordering supplies, and liaising with vendors and the management company.
 - Ensure the office environment is welcoming and conducive to a positive experience for all team members and visitors.
 - Be present in the office full-time (9-5), managing reception and office responsibilities from the desk.
- **General Administrative Support:**
 - Assist with special projects and tasks as assigned by management.
 - Provide additional administrative support as required, including filing, data entry, and document management.

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 or in person in English and Spanish
- Demonstrate ability to creatively problem solve and overcome obstacles.
- Self starter with the ability to work independently and as a part of a small, nimble team.
- Strong organizational skills, detail-oriented, and able to keep tasks, records, and systems effectively.
- Excellent communication and interpersonal skills.
- Ability to multitask and manage time effectively.

We encourage candidates from underrepresented groups to apply even if they don't meet all listed qualifications. We value diverse perspectives and are committed to an inclusive environment.

Preferred Qualifications:

- High school diploma, associate degree, relevant certification, or commensurate experience
- Experience in an administrative or office coordinator role.
- Proficient in Google (Calendar, Mail, Docs, sheets slides)
- Experience with CRM systems such as Salesforce.

- A proactive and flexible approach to work, with the ability to adapt to changing priorities.

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.
- In office position
- *For a detailed list of benefits 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.