



Customer Action Internship

All In Energy is making the transition to a clean energy economy more rapid and inclusive by creating community outreach campaigns in underserved neighborhoods that drive adoption of energy-saving products and services. We're seeking a caring and detail-oriented college student or recent graduate to help families in Boston, Cambridge and beyond navigate their way through Massachusetts' generous, but complicated energy efficiency programs. You'll be working directly with senior leaders of the organization and your feedback on both tactical and strategic implementation of the program will have a large impact on future campaigns.

This position is funded by the Mass Clean Energy Center Internship Program. To participate in the program, candidates must either attend, or have graduated within the past year from, a Massachusetts college or university, or they must be a Massachusetts resident, with proof of residency, who attended an out-of-state college or university. Students pursuing a master's degree are eligible for this program, though Ph.D. candidates are not. For more information on the MassCEC Internship Program visit www.masscec.com/clean-energy-internship-program.

The Customer Action Intern plays a critical role in ensuring the residents we meet receive high quality support to navigate energy programs that can save their families money and in improving All In Energy's organizational systems and customer follow-up resources.

Responsibilities will include:

- Phone and Email Communications with Customers (No cold calling. All customers have requested the services we offer.):
 - Contact interested customers to schedule them for no-cost home energy assessments.
 - Follow up with customers who have received energy assessments to help them understand recommendations and remove barriers to adding insulation to their home.
 - Solicit feedback from residents who have been through the program and ask for referrals of family, friends, and neighbors.
- Maintain organized contact records and other data about partnerships and community members, as well as program successes and challenges.
- Improve organizational system for keeping track of contact records and analyzing the success of our outreach and customer support efforts.

- Engage with the residents of our target communities to connect them to no-cost utility energy assessments through tabling events, presentations and/or door-to-door canvassing.
- Miscellaneous tasks associated with starting up a new nonprofit organization, as needed.

Required Qualifications:

- 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 and in-person 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.
- Details-oriented and able to keep tasks, records and systems organized.
- Ability to travel in and around Dorchester, Roxbury, Mattapan, and Hyde Park, as well as to our coworking space near Boston University (special consideration will be given to residents of these communities and the City of Boston).

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 with phone banking, voter registration calls, or other phone-based outreach.
- Basic knowledge of how homes use and lose energy.
- Bilingual in English and Spanish, Portuguese, Vietnamese, Cape Verdean Creole, or Haitian Creole.

Hours and Compensation:

- \$15/hour (plus the possibility for success based compensation)
- Part time or full time possibilities
- Flexible schedule, with some required evenings and weekends

All In Energy is an equal opportunity employer who 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.