



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 underserved Boston communities navigate their way through Massachusetts' generous, but complicated energy efficiency programs. You'll be working directly with the co-founders 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.

Responsibilities will include:

- Phone Communications with Customers (**No cold calling. All customers have requested the services we offer.**):
 - Contact interested customers to schedule them for no-cost utility 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
- 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 and feeling of urgency for addressing global climate change

- Ability and desire to speak with strangers in person and on the phone and 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 records and systems organized
- Ability to travel in and around Dorchester, Roxbury and Mattapan (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
- Public speaking experience
- Basic knowledge of how homes use and lose energy
- Fluency in Spanish and/or Portuguese

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. In particular, we're dedicated to broadening opportunities for individuals from demographic groups that are historically underrepresented in the clean energy economy. We're 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.

To apply, please email a brief cover letter and resume to gabe@allinenergy.org with the subject line "Customer Action Internship"