



## Director of Customer Engagement Programs

### 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 are seeking a dynamic **Director of Customer Engagement Programs** with expertise in managing field and phone teams executing outreach, client engagement, and customer support programs. The ideal candidate will have a passion for mentoring staff, a strong systems mindset, and the ability to lead multiple programs and teams. This role will oversee the leadership of several interrelated programs serving priority populations across the state, ensuring the effective execution and expansion of our programs.

### Key Responsibilities:

- **Program Development and Implementation:** Oversee the design, implementation, and evaluation of a variety of customer-facing programs that help priority populations learn about, navigate, and access Massachusetts' nation-leading energy efficiency, decarbonization and clean energy programs. Ensure programs reach goals and deliver excellent client service and customer experience. Develop and refine program strategies to increase participation in energy programs and services.
- **Team Leadership, Management, and Development:** Provide strategic direction and oversight for a team of 10 field and phone staff of a variety of backgrounds and experience levels, building and nurturing a high-performing team. Provide coaching and professional development opportunities to support team members' growth and success.
- **Partnership and Collaboration:** Establish and maintain relationships with energy efficiency companies, community organizations, municipalities, state agencies, utilities and other stakeholders. Collaborate with partners to enhance program offerings, coordinate efforts, and ensure successful implementation.
- **Data and Reporting:** Monitor and evaluate program effectiveness using data-driven insights. Prepare and submit regular reports on program progress and outcomes to stakeholders and funders.
- **Candidate Outreach and Recruitment:** Lead recruitment efforts to attract diverse candidates from environmental justice communities. Implement targeted outreach initiatives to engage multilingual candidates.

### Qualifications:

- 5+ years of experience in program and/or staff management or a related field.
- 3+ years experience managing a call center and/or field marketing (e.g. canvassing, tabling) team focused on client case management, outreach, sales, fundraising, or education campaigns.



- Proven leadership and team management skills.
- Experience working with diverse populations, particularly in low-to-moderate income or majority-minority communities.
- Strong project management skills, with the ability to lead multiple initiatives simultaneously.
- Excellent communication and interpersonal skills, including the ability to collaborate effectively with a wide range of partners and stakeholders.
- Self-starter with entrepreneurial mindset who can operate independently

*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:**

- Knowledge of the Massachusetts clean energy sector and energy efficiency programs.
- Experience in designing and implementing customer engagement programs.
- Experience with recruitment and talent development.
- Bilingual in English and other language(s) spoken in the communities we serve (Spanish, Portuguese, Khmer, Mandarin, Cantonese, Vietnamese, Cape Verdean Creole, Haitian Creole).

**Hours, Compensation, and Benefits:** For a full detailed list go to [bit.ly/AIEbenefits](https://bit.ly/AIEbenefits)

- 40-hour work week with an annual salary of \$82,136.
- Flexible work arrangements, relaxed dress code, and generous paid time off.
- Health, dental, and vision insurance.
- Retirement plan, business travel reimbursement, and stipends for workspace ergonomics furniture, professional development, remote work, and wellness.
- Technology access with the option to purchase upon departure.
- Regular mandatory attendance in the Lawrence office with occasional travel across the state.

*All In Energy is an equal-opportunity employer that 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 [careers@allinenergy.org](mailto:careers@allinenergy.org) with the subject line "Director of Customer Engagement."**