



## Implementation Coordinator Internship

**Do you want to advance racial and economic justice while tackling climate change?** Join an innovative young nonprofit organization, All In Energy, working to expand access to climate solutions and green jobs across the Commonwealth. Our mission is 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/landlords to energy-saving programs and affordable renewable energy. These programs help families save money, make their homes healthier, and combat climate change. We are also increasing green career opportunities for people of color, multilingual individuals and women.

**We are seeking a detail-oriented and passionate college student or recent graduate** to coordinate the implementation of community-led energy-efficiency programs across Massachusetts. You will play a critical role in designing and maintaining customer pathways to ensure that our target communities and partners receive high-quality experiences. You will implement systems that support communities to access programs that can save their families money, and make their homes healthier and more comfortable. You'll also play a critical role in improving All In Energy's organizational system and stakeholder follow-up processes. This is a unique opportunity that will allow you to work with multiple teams across the organization, the Customer Action, Marketing, and Data and Operations teams. This role will report to the Senior Manager of Customer Action and Program Implementation.

Responsibilities will include the following:

### **Key Responsibilities:**

- **Online and Phone Customer Pathway Design:** You will work to implement intake and referral systems that set appointments, refer customer leads, and track data in a smooth and effective manner.
  - Work with teams across the organization to prepare pre-project analysis, build and implement plans for different program pathways, and collect and analyze feedback on systems as needed
  - Work with datasets in spreadsheets by analyzing and adding customer types to include pathways for all customer types
  - Work with an integrated calling system to create and edit call flows to route customer calls to the correct pathways
- **External Partnership Management:** You will support the Senior Manager of Customer Action and Program Implementation in working with external vendors - to ensure systems to set appointments, or otherwise refer customer leads are effective and smooth for our target customers.

- Liaise with external partners to ensure appointment-setting processes are optimized for customer experience, especially for our target populations of renters, landlords, and non-English speakers
- Oversee the data provided by external partners to be complete and accurate, and available to be updated frequently
- Communicate with external partners when the data mentioned above is not available or needs to be updated
- Work with the integrated phone integrated calling system provider to troubleshoot issues as they arise
- **Documentation and Resource Organization:** You will work on keeping all documentation and resources organized in the organizational and external partners' drives
  - Organize documentation in appropriate folders for easy access by all relevant teams in the Drive
  - Analyze and propose solutions for how to track and effectively organize resources that are used by multiple teams across the organization
  - Track and manage weekly referral reports shared across external partners
  - Work on identifying datasets our organization is expecting from external partners and liaise to receive them in a timely manner

#### Required Qualifications:

- Demonstrated ability to creatively problem solve and overcome obstacles off the cuff
- Ability to work independently and across different teams
- Detail-oriented, and able to keep records and systems organized
- Passion for and capacity for systems thinking and design
- Comfortable working with data and Google Sheets
- Exceptional customer service skills, with the ability to engage multiple internal and external stakeholders with professionalism

#### Preferred Qualifications:

- Prior experience working with a customer relationship management (CRM) system such as Salesforce
- Prior experience building call flows or working with integrated voice response (IVR) systems
- Ability to map customer experiences and pathways using Google Suite tools such as Google Slides or Google Drawings
- Any project management experience is a plus.
- Being bilingual in any of the following languages is also a plus!
  - Spanish, Portuguese, Cape Verdean Creole, Haitian Creole, Vietnamese, Chinese, or Arabic

#### Hours and Compensation:

- \$18/hour
- Up to 20 hours per week for up to 12 weeks during the winter/spring semester

**To Apply:** Send your resume and a paragraph about why you are interested to [serra@allinenergy.org](mailto:serra@allinenergy.org) with the position title in the subject line.

*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.*