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| **Title:**  | Energy Efficiency Customer Care Specialist |
| **Years of Experience:**  | 3+ years’ experience with customer outreach, business development, sales |
| 1+ years’ experience in the energy efficiency industry preferred. |
| **Location:**  | New Orleans, LA |
| **Classification:** | Full Time |
| **FLSA Status:** | Salary, Exempt |

**Organizational Overview**

Green Coast Enterprises develops real estate and performs a continuum of real estate services

focused on urban areas in need of community renewal located in the Southeastern United

States, with a special focus on coastal areas threatened by climate change. Our projects are

profitable, and they result in economically vital, environmentally superior spaces that are

healthy and exciting for their users.

GCE Services is the consulting arm of the business providing energy efficiency and green building services to municipalities, schools, commercial and multifamily developers and utilities.

**Job Overview**:

Seeking an experienced energy efficiency program outreach and field support professional to perform business, contractor, and project development activities. The candidate should have a strong field support and outreach background and excellent time management skills. The candidate will oversee the implementation and marketing of programs to support program goals and maximize energy savings in the commercial and industrial marketplace. The candidate will be responsible for generating new business by leveraging existing relationships with customers and contractors. Some additional essential functions: targeting high potential prospects, identifying energy saving solutions, conducting demos and training, conducting pre- and post-inspections of installations of energy efficient equipment.

**Key Responsibilities/Accountabilities:**

* Work as part of an energy efficiency team ensuring that customers and trade allies are aware of the program, identifying energy-savings opportunities, and assisting with program participation
* Assistance with completing project application submissions from customers, contractors, engineers/consultants, and other program participants in order to ascertain compliance with program guidelines and procedures
* Maintain, update, and add entries to the system databases accurately.
* Provide assistance with customer service, scheduling and other issues as needed
* Direct communications with customers and trade ally contractors
* Identifying and implementing process improvements

**Basic Qualifications:**

* Bachelor’s degree from an accredited four-year college or university in a related field with 3+ years of experience
* Strong communication skills, experience with client engagement and coordination
* 3-5 years of sales or outreach experience
* Proficient in Microsoft Office Suite, including Word, Excel, Outlook, SharePoint and Dynamics
* Experience with tracking systems and databases
* Advanced written and oral communication skills, and presentation skills
* Experience working in a team setting and collaborating with a diverse group of stakeholders
* Strong customer service skills
* Good organizational and planning skills
* Ability to build and maintain relationships
* Valid driver’s license with clean driving record and a reliable vehicle

**Professional Skills**

* Sound business ethics, including the protection of proprietary and confidential information
* Ability to apply detailed knowledge of organizational procedures to make independent decisions and serve as a credible resource for a senior management team
* Ability to work with all levels of internal staff, as well as outside clients and vendors
* Excellent problem-solving skills with ability to analyze situations, identify existing or potential problems and recommend solutions

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to move about the restaurant quickly, sit at a desk for prolonged periods and use a computer, and lift up to 25-pounds at a time.

**EEO Statement**

GCE Services, LLC, provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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| **Employee Printed Name** |  |  |
|  |  |  |
| **Employee Signature** |  | **Date** |