



Energy Services Coordinator

Department: Technical Services Department

Reports to: Technical Services Manager

FSLA Status: Full-time; Non-Exempt

NeighborWorks® Rochester – *Our mission is to provide housing solutions as a foundation for individuals, families and neighborhoods to build vibrant communities.* This is the focus of our work every day and is manifested via first time homebuyer education, financial fitness counseling, home improvement lending, and energy conservation services. Our neighborhood revitalization program assists targeted neighborhoods within our community, building resident engagement and economic stability.

About the Position

The Energy Services Coordinator is responsible for managing the resources and communications that ensure the smooth operation of NeighborWorks® Rochester's Energy Services Department. The Coordinator's role is to provide the customer with a standardized, reliable, and seamless experience through accurate knowledge of our programs and services and timely, technical proficiency in all the systems and processes therein.

Key Skills and Attributes

Customer Service – Works with the NeighborWorks® Rochester team to provide first-class customer support to internal and external stakeholders. Provides timely, accurate follow up and communication.

Strong Communication - Is outgoing, personable, and passionate about working with people who need help making their home safe and comfortable.

Professionalism - Represents NeighborWorks® Rochester in a manner that will foster and cultivate positive relationships with customers, volunteers, fellow team members, and partners. Is detail-oriented and practices good follow-up.

Required Qualifications and Abilities

- Minimum of an Associate's Degree in a related field.
- Minimum 2 years' experience in the energy, construction, and/or lead hazard field(s).
- Minimum 2 years' experience with coordinating office operations, including project and account management.
- Ability to work in a fast-paced environment, managing multiple tasks and deadlines.
- Strong computer skills, including accomplished experience using the Microsoft Office Suite (Outlook, Excel, and Word), Salesforce (or a comparable Customer Relationship Management system), PDF manipulation software such as Adobe Acrobat, and Microsoft Windows operating system.
- Willingness and enthusiasm to learn and remain up-to-date on research and knowledge relating to the Energy Services field, including policy and best practices.
- Transportation necessary and valid driver's license required.
- Must be able to work a flexible schedule with some nights and weekends required.
- Bilingual English/Spanish preferred.

Essential Functions

- Coordinates and tracks all Energy Services customers and projects, from program application to construction completion. Tasks include submitting program applications to NYSERDA, scheduling energy assessments and audit reviews for Energy Services technicians, and scheduling project crew and contractors to complete work.
- Manages customer communications, inquiries, appointments, and follow-up regarding all Energy Services programs including: Energy Assessments, EMPOWER Projects, Lead Remediation, Construction Management, and Energy Loans.
- Maintains production reports, program and project data, and files. Keeps detailed records in Sales Force of all communications, transactions, and documents.
- Manages billing and finances related to Energy Services, both for customers and partners.
- Complies with all regulatory statutes from sponsoring, partner, and governmental agencies. Maintains confidentiality of customer information and follows highest standards of security.
- Works closely with all NeighborWorks® Rochester staff on tasks requiring interdepartmental cooperation, including invoicing, program evaluation and reporting, and customer service/referrals.

Additional Responsibilities

- Assists with marketing NeighborWorks® Rochester's programs to the community, including outreach activities specific to the Energy Services Department.
- Attends NeighborWorks® Rochester staff meetings and completes reasonable, team-based tasks to contribute to the overall work environment.
- Supports the organization's mission to promote housing solutions and stable neighborhoods and represents NeighborWorks® Rochester in a manner that will cultivate positive relationships with customers, volunteers, partners, media, donors, and sponsors.

Physical Demands and Work Environment:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is not exposed to weather conditions. The noise level in the work environment is usually moderate.

I can, with or without reasonable accommodation(s), perform the essential functions of this position:

Employee Signature

Date