



Job Opportunity: Energy and GHG Reduction Client Services Representative

Employer: City Green Solutions Society

Responsibilities

Assist with various tasks to support City Green's energy evaluation and GHG reduction services and programs, including but not limited to:

- Providing client services phone and email support for City Green's energy and GHG reduction and water conservation services and programs.
- Scheduling homeowners & businesses for evaluations and site visits using proprietary online CRM system.
- Assisting with multiple tasks, including data entry, filing, reminder calls to clients, and other tasks as needed.
- Supporting City Green's technical support, program coordinating, and communications staff as needed.

Qualifications (Skills, Experience, Personality)

- Personal and professional fit with City Green's vision and mission.
- Being flexible and motivated is a requirement.
- Ability to be self-directed, think-on-your-feet, teach yourself how to complete tasks and address challenges and issues as they arise.
- Learn basic building science and the nuances of energy rebate programs and be able to explain these to homeowners and contractors.
- Proactively provide support to other team members to meet project and program deadlines.
- Ability to work in a dynamic and fast paced team environment.
- Good listening skills and a high tolerance for interruptions and multi-tasking.
- Strong critical thinking and problem solving skills.
- Excellent communication skills (oral, written, and telephone).
- Accuracy and attention to detail a requirement.
- Sales experience an asset.
- Knowledge of and/or experience with energy efficiency, building construction, and/or building science an asset.
- Experience with MS Office suite and Sharepoint software an asset. Strong MS Excel skills strongly encouraged.
- A good sense of humour is appreciated.
- Diploma/degree in relevant field or combination of relevant experience an asset.
- Interest in advancing building energy and greenhouse gas reduction solutions is a requirement. A passion for them is an asset.
- Interest in a career related to improving building energy efficiency an asset.
- Ability to speak languages in addition to English an asset.

Other Information

- Start Date: Soon As Possible
- Hours:
 - Core hours Monday to Friday 9am to 5pm.
 - Availability: Monday to Friday 8am to 8pm
 - Availability to work some Saturdays an asset, but not a requirement.
- Potential to provide flexibility in work hours.
- Compensation: Starting compensation \$14/hour.
- Location: Downtown Victoria office, close to public transit and indoor and outdoor bike lock-up.
- Training: Job training provided.

- Probation period is 3 months.
- Comprehensive benefits program will be available after 3 months.
- Work Environment: City Green offers a casual and flexible (but fast paced) work environment and an opportunity to help shape and grow a dynamic energy/GHG reduction focused social enterprise.

Apply

Qualified candidates can submit cover letter and resume (**in one attachment**) via email to **manager(at)citygreen.ca** **prior to 5pm on Tuesday February 7th, 2017**. Early applications are encouraged. Multiple people may be hired. While we truly appreciate all applications, only those selected for an interview will be contacted. No phone calls or walk-in applications please.

About City Green

[City Green Solutions](#) is an enterprising non-profit organization with a mission to excite, inspire and lead British Columbians in finding energy and GHG reduction solutions. We provide energy modelling for new construction and retrofit evaluations of existing residential, commercial and institutional buildings; advise for access to grants and financial incentives; thermal imaging services; program design and management services for local governments and utilities; energy benchmarking services; customized energy efficiency marketing programs; research and evaluation services; quality assurance services; education and training, and more!

For information on current programs City Green delivers, or is a partner for program delivery, see:

- [Oil To Heat Pump Incentive Program](#)
- [Municipal Partner Offer](#)
- [Energy Save Richmond: Pre-Rinse Spray Valve Program](#)
- [Capital Regional District – Food Services Water and Energy Savings](#)
- [Rate Our Home](#)
- [Vancouver Heritage Energy Retrofit Program](#)
- [Tap by Tap](#)
- [Energy Save New West](#)
- [Richmond Energy Challenge](#)
- [Township of Langley Green Building Rebate Program](#)
- [Vancouver Smart Thermostat Pilot Program](#)
- [Load Management Demonstration Project](#)