



Part-time Customer Support Coordinator

**Hours: 16-20/week Location: Remote/In-office
Starting at: \$18/hour**

The Organization

Sustainable Westchester, headquartered in Mount Kisco, NY, is an environmental nonprofit organization dedicated to improving the quality of life in Westchester County by promoting programs that benefit our local communities: renewable electricity supply, energy conservation, reduction of greenhouse gases, food scrap composting, waste reduction and recycling, community solar, electric vehicles and more.

Customer Support Coordinator

The part time Customer Support Coordinator (reporting to the Customer Support Manager in the Marketing, Communication, Outreach Department) answers phone calls from local residents and businesses with queries pertaining to Sustainable Westchester's programs.

The Coordinator answers questions about the programs, assists with opting residents in and out of the programs, and delegates more detailed or specific inquiries to Customer Support Manager/Program Managers/Directors as needed.

The largest portion of calls pertain to the Westchester Power Community Energy Program, with the remainder of calls pertaining to Community Solar, GridRewards, and EnergySmart Homes.

This is a support role, and the coordinator shall be trained to be knowledgeable about the programs in order to inform residents and businesses and assist with their questions (for instance how to understand the program's information as appears on their electricity bill), however, this is not a sales role and no sales experience is required.

These interactions are important for engaging Westchester residents with the programs and representing the organization's message.

The ideal candidate has customer service/support experience and a patient and pleasant phone demeanor.

Proficient Spanish is a plus (conversational Spanish is an asset) as the current Westchester Power Community Energy Program's outreach expands.

Responsibilities & Training

The Customer Support Coordinator shall be trained to become familiar with the organization's programs and shall spend time training with individual program staff members on the phone to get a sense of how these calls are handled. Training will include use of the organization's customer service management programs to look up customers and perform any requested transactions, and use of the company's phone system (including phone desk unit and app) and email system.

The Customer Service staff member may be assigned other tasks, such as data entry, or other administrative tasks, which may be executed when call volume slows.

Schedule

Some flexibility exists, during the hours of 9am-5pm Monday through Friday. Total of 16-20/hrs. Must be set weekly. Afternoon availability is a plus.

Technology/Equipment

The position requires the use of a company-provided cloud-based phone unit which connects through the internet, so requires that the candidate have reliable internet service at home.

A remote work space is required (non public) that adheres to privacy and security standards and maintains an acceptable level of professionalism when interacting with customers.

Experience

The ideal candidate has customer service/support experience and familiarity with a customer service management program (CIVI, Sales Force). Spanish language skills are a plus.

To Apply: Please send your resume to HR@sustainablewestchester.org

Learn more about our organization by visiting our website: <https://sustainablewestchester.org/>

Sustainable Westchester is an equal opportunity employer. All applicants will be considered for this position without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Hiring will take place as soon as the appropriate candidate is found, with a start date as soon as possible.

Westchester residents are a plus.