



Program Assistant, Westchester Power

Job Title: Program Assistant

Status: Full-Time, Exempt

Reports to: Program Director, Westchester Power

Location: Hybrid (Mount Kisco, NY)

ABOUT SUSTAINABLE WESTCHESTER

Since its founding, Sustainable Westchester has helped Westchester communities lead on sustainability. Now that New York State is at the forefront of sustainability action nationally, Westchester's leadership, and Sustainable Westchester's role, are more important than ever. Sustainable Westchester is focused on charting Westchester's path to sustainability while creating jobs and supporting environmental justice.

Reporting to the Program Director, the Program Assistant will be responsible for supporting all core functions related to Westchester Power. This full-time role will be essential in ensuring the smooth operation of various day-to-day program activities, representing the program in the best light to the community and municipalities, and helping increase its awareness and support among the participants we serve.

The successful candidate should have a passion for environmental/sustainability causes, bringing enthusiasm and creative ideas to help streamline our work and build on the established foundation of the program.

Customer Service and Outreach

- Respond to program participant inquiries through phone and email as a first point of contact and subject matter expert
- Manage participant requests and recordkeeping through the program CRM system
- Work with program electricity supply partners to resolve customer issues (e.g. enrollment problems, billing questions)
- Work in tandem with other staff and external partners to continually refine and streamline processes for customer support
- Represent Westchester Power and Sustainable Westchester at various in-person and virtual community information sessions, table at local events, and present program updates to municipal boards/councils
- Help develop, build, and maintain relationships with municipal and community partners in support of increased outreach and education impact
- Primary responsibility for outreach scheduling and activity recording for compliance
- Work to coordinate regular outreach activities for the program to meet its obligations



Operations and Administration

- Support the Sr. Program Manager in overseeing program schedules, systems, and general progress towards goals
- Maintain various internal and external relationships, meeting agendas, and calendars on a weekly basis
- Execute regularly assigned tasks to refine and enhance program services
- Support the development and adoption of various policies/procedures for program operation (e.g. data security protocols, project templates and other key artifacts)
- Help in data analysis and the ideation of metric reporting to demonstrate the performance of the program to various audiences and measure success towards goals
- Support in the execution of significant program projects (electricity supply contract solicitations, mandated compliance activities such as new customer mailings, Annual/Quarterly Report generations, and all associated filings with the state)

Marketing and Communications Support

- Collaborate with partner organizations and municipal staff to execute campaigns
- Support the development of collateral materials with internal teams
- Work on enhancements to the organization's website content and design of pages related to Westchester Power
- Assist in the development of program communications for different audiences
- Help coordinate the development and deployment of Spanish-language program communications to ensure equitable access by program participants and eligible residents

Other Duties as Assigned such as new responsibilities related to program operation/administration as they arise, Interdepartmental project support, Professional development, organizational activities.

Qualifications

- Bachelor's Degree
- Strong interpersonal skills
- High level of organization
- Comfortable working in a fast-paced environment with changing priorities
- Detail-oriented with a strong analytical/problem-solving capacity
- Availability for evening and weekend meetings and outreach events
- Proficiency with basic office software programs (MS Office, G-Suite)
- Interest in professional development, drive for self-growth, and comfort in learning new technologies/systems



- Commitment to addressing environmental justice issues and promoting equity and diversity, both inside and outside of the organizational setting
- The candidate must have a valid driver's license and reliable fully insured automobile

Candidates possessing any of the following skills will be viewed favorably:

- Advanced IT skills – data, web, office “super-user”, CRM system experience
- Spanish language fluency
- Experience in the energy industry
- Other relevant experience - outreach, government relations, non-profits etc.

COMPENSATION AND BENEFITS

The salary range for this position is \$50-55k a year, depending on experience.

Benefits package includes:

- Health benefits and dental benefits
- Generous package of vacation and sick days along with paid time off for Federal and Religious holidays each year
- 401K plan
- Support of caring colleagues invested in each other's growth and development

HIRING PROCESS AND HOW TO APPLY

We will review applications on a rolling basis until the position is filled.

Please submit a resume and a cover letter in a PDF Format detailing your interest in the position to hr@sustainablewestchester.org with “**Program Assistant– YOUR NAME**” in the subject line.

No phone calls please.

Location(s): Our office is located at 40 Green Street, Mt. Kisco, NY 10549 and is within walking distance from the Mount Kisco Train Station, located on the Harlem Line of Metro North.

At Sustainable Westchester, we don't just accept differences of background, identity, or point of view – we celebrate it, we support it, and we thrive on it for the benefit of our employees, our work, and our community. Sustainable Westchester is proud to be an equal opportunity workplace. Applicants will not be discriminated against because of race, color, creed, ideology, sex, sexual orientation, gender, age, religion, national origin, disability, ancestry, marital status, veteran status, medical condition, or any protected category prohibited by local, state or federal laws. All aspects of employment are decided on the basis of qualifications, merit, and organizational need.