



Helping people live sustainably

Customer Engagement and Outreach Coordinator – Energy Programs

Small but mighty green charity seeks a community focused person who wants to use their skills for good. Bring your desire to engage homeowners on local climate action initiatives in the areas of energy, electricity and water and join our team in making sustainable living the norm.

Reep Green Solutions is an environmental charity that helps people in Waterloo Region live sustainably. We work to empower people with the practical tools, knowledge and capacity for action to make sustainable living the norm. Our current focus areas are home energy efficiency, water conservation, green infrastructure, and waste reduction. In short, we work together with the community on practical solutions for addressing and adapting to climate change.

Our culture is “trusting, productive, and happy at work”, as one staffer put it. There is great joy in working on issues we feel passionately about!

The Role

The Customer Engagement and Outreach Coordinator works directly on fulfilling Reep’s strategic goals of SHOW, DO, CONNECT by overseeing the customer engagement aspect of Reep’s services – EnerGuide Evaluations, Home Energy Coach, HAP, and WET Audits.. This will involve keeping track of the progress of each EnerGuide customer (60, 90 and 120 day check-ins) and processing related paperwork. Additionally, they will engage residents on local climate action through the Project Neutral platform. The Coordinator will also aid in analyzing customer satisfaction through regular surveys and customer follow-up.

Through expected funding support from the Green Jobs program this is a 9 month role, 30 hours per week from April 1st to December 31st 2018. Located at the Reep House for Sustainable Living, 20 Mill St in Kitchener, the budgeted hourly wage range is \$16.10 to \$17.50 per hour.

Candidates will need to meet the following program requirements:

- **New individual (30 years of age or younger) to your organization, ie not previously employed**
- **Full-time position for a minimum of 6 months**
- **Post-secondary graduate within the past 3 years**
- **Canadian citizen, permanent resident or granted refugee status**

A full list of tasks is found [here](#).

We’re looking for someone with:

- Demonstrated Customer Service ethic
- Good verbal communication and writing skills; report writing experience preferred
- A self-starter that is comfortable working one on one or in a group setting

Phone: 519-744-6583

Email: info@reepgreen.ca

Website: reepgreen.ca

222 Frederick St., Kitchener, ON N2H 2M8

Charity registration #: 81585 2348 RR0001

- Good collaboration skills
- Passion for engaging people and a desire to address issues of Climate Change.

We offer a fun and caring team working towards the shared goal of leaving our children a more resilient, vibrant, caring and sustainable community.

If you are interested in joining our team, please submit your resume with references, and an original cover letter to the Office & HR Coordinator Siewyee Sai, office@reepgreen.ca by **Wednesday March 21, 2018 at 5 pm.**