



Helping people live sustainably

Job Description
Participant Coordinator
December 21st, 2022

Background:

Reep Green Solutions is an environmental charity that helps people live sustainably. Created in 1999 by the University of Waterloo and the Elora Environment Centre, Reep Green Solutions exists to empower the community with the practical tools, knowledge and capacity for action to make sustainable living the norm.

Summary

The Participant Coordinator, Healthy Yards & Neighbourhoods is a FULL TIME contract position from March 1st to December 1st, 2023 responsible for coordinating the participant engagement and delivery of Reep's Green Infrastructure programs.

Objective of Position:

As part of our Mission to make sustainable living the norm in our community, we want to engage people in our work through every means possible. The Participant Coordinator, Healthy Yards & Neighbourhoods is a highly organized, detail-oriented and people person who is the voice and face of Reep, guiding participants through our programs with grace and efficiency with the ultimate goal of helping people live more sustainably. The Participant Coordinator oversees the customer engagement aspect of Reep's Backyard Tree Planting, Rain Garden Coaching, Rain Smart Neighbourhoods, and plant sales among other services as well as the tracking and reporting associated with them.

Reporting to: Customer Service Lead

Hours: 30 hours/week.

Salary: Hourly rate for the role is \$19.95 per hour for 30 hours per week, set to reflect our commitment to providing a living wage for all of our team members.

Tasks & Responsibilities

- Monitoring and responding to inquiries via phone and email
- Receiving incoming requests and applications, scheduling consultations and follow-up visits, and coordinating tree planting schedules
- Following up with participants, administering feedback surveys, and analyzing and reporting results
- Processing orders for plants, shrubs, trees and managing inventories
- Processing rebate applications and communicating with partners
- Tracking of program metrics on a weekly and monthly basis and reporting results
- Administering payroll calculations for field staff
- Attending and participating in community events as an ambassador for Reep
- In addition to these responsibilities, other tasks may be added as required by the organization.

Phone: (519) 744-9799

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Website: reepgreen.ca

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Charity registration #: 81585 2348 RR0001

Qualifications and Skills Required

- *2-3 years of experience honing excellent customer service skills and instincts;*
- *Meticulous attention to detail and follow-through including working with numbers;*
- *Highly developed organizational and time management skills;*
- *Excellent written and verbal communication skills;*
- *Ability to work independently and to refocus in the face of interruptions;*
- *Experience with scheduling, inventory, and/or payroll would be considered an asset;*
- Experience with the following programs is an asset: MailChimp, Google Forms, Google My Maps, and Square.
- Stable internet connection is a must.

****Workplace Expectations****

Reep Green Solutions staff are working remotely. Any of the necessary equipment to work remotely will be provided but a stable internet connection is required to be arranged by the employee. Occasional work from the Reep House (20 Mill St., Kitchener, Ontario) may be required. Occasional opportunities to work from an office environment can be arranged.