



Job Title: Customer Service Associate

Employer: Resource Central (formerly Center for ReSource Conservation); Boulder, CO

Job Status: 35-40 Hours/Week, Temporary (February to August 2018), Non-exempt

Reports To: Water Programs Manager: Landscape Programs

About Resource Central

We're thirty people in Boulder determined to make conservation so simple that people don't even realize they're doing it. Founded in 1976, our nonprofit's programs in water, energy, and waste have helped nearly 500,000 people improve their homes, conserve natural resources, and save money. Learn more at: ResourceCentral.org.

Job Summary

Water is one of the most important issues facing Colorado – and we're looking for a motivated, energetic individual to help lead homeowners to practical solutions that empower them to use less. Resource Central, through a variety of popular conservation programs and in partnership with over 30 water providers, helps homeowners across the Front Range learn about and practice water conservation and sustainable landscaping. The Customer Service Associate will be responsible for providing exceptional customer service via phone, email, and in-person for Resource Central's wildly successful Garden In A Box Program and other water conservation programs. This position will hold a wealth of knowledge when it comes to our programs as they will be a key Resource Central representative in one-on-one interactions with program participants. Additionally, this position will assist in general administrative tasks related to the operation of Resource Central's water conservation programs as assigned.

Principal Responsibilities

- Provide exceptional customer service to customers via phone, email, and in-person for the Garden In A Box Program, Water-Wise Landscape Seminars, and Turf Replacement Program.
- Assist in the coordination of Landscape Program events.
- Compile, organize, research, and prepare educational and marketing materials and supplies for the programs and events.
- Staff the Water-Wise Landscape Seminars and other events as directed.
- Provide administrative support for the Turf Removal Program, including but not limited to, tracking applications, reviewing applications, scheduling inspections, compiling data, following up and connecting with participants, etc.
- Maintain Boulder demonstration gardens as instructed by Water Programs Manager.
- Provide administrative and programmatic support for programs and staff across the organization as assigned.
- Communicate knowledgably and effectively with program participants about all of Resource Central's programs.

- Actively contribute to the success of Resource Central and contribute towards building a positive, collaborative, and results-oriented team.

Skills and Abilities

- Superior phone presence and customer service skills
- Excellent communication skills via phone, email, and in-person
- Positive attitude even in the face of challenges
- Superior organization and attention to detail
- Flexibility and willingness to assist others to accomplish shared goals
- Ability and desire to quickly learn new skills as needed
- Ability to multi-task, prioritize, troubleshoot and come up with creative solutions
- Team-player

Desired Qualifications

- Bachelor's degree
- Prior customer service experience
- Knowledge of, or demonstrated interest in, gardening, plants, and/or low-water landscaping is a plus

Essential Functions

- Available to work 35-40 hours/wk. during regular business hours, Monday-Friday from 9am to 5pm, out of our Boulder, CO office
- Must be available to work occasional evenings and weekends primarily in April and May
- Access to a working vehicle (and a valid drivers' license) is not required but highly preferred
- Must be able to complete physical labor, including being able to safely lift up to 30lbs. Must be willing to work outside during outreach events in most conditions

Expectation for All Employees

Support Resource Central's mission and exhibit a commitment to:

- Promoting innovation, excellence, and respect for the long-term sustainability of our environment,
- Working collaboratively, with integrity and respect for fellow employees, associates, and our communities,
- Embracing personal responsibility and accountability for your job.

To apply please send a cover letter and resume to HR@resourcecentral.org with the subject line "Customer Service Associate."

Resource Central is dedicated to equal employment opportunities. We provide equal employment opportunities to all individuals based on job-related qualifications and ability to perform a job, without regard to age, sex, sexual orientation, race, color, religion, national origin, disability, marital status, military status, gender expression, genetic information or any other classification protected by applicable state or local law. It is our policy to maintain a non-discriminatory environment free from intimidation, harassment or bias based upon these grounds.