



Job Title: Water Conservation Associate

Employer: Resource Central; Nonprofit in Boulder, CO

Job Status: 35-40 hours/week, Temporary (May – October, 2019 with possibility to extend)

Reports To: Water Programs Manager

Salary: \$15.00/hour

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 more than 500,000 people improve their homes, conserve natural resources, and save money. Learn more at: ResourceCentral.org.

Job Purpose

Water is one of the most important issues facing Colorado – and we're looking for a friendly professional to help coordinate logistics with conservation program participants throughout the region. 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 Water Conservation Associate plays a crucial role, providing exceptional customer service via phone, email, and in person for many of Resource Central's most impactful water conservation programs. The Water Conservation Associate will be a wealth of knowledge when it comes to Resource Central programs as he/she will be a key Resource Central representative in one-on-one interactions with program participants. Additionally, the position will assist in general administrative tasks related to the operation of Resource Central's Water Programs as assigned.

Principal Responsibilities

The principal duties of this position include, but are not limited to, the following:

- Water Conservation Programs
 - Provide exceptional customer service to thousands of customers via phone, email, and in person for the Slow the Flow Outdoor, Slow the Flow Indoor, Landscape Consultations, and the Flush for the Future High-Efficiency Toilet Upgrade Program.
 - Coordinate the scheduling of Slow the Flow audits and Landscape Consultations throughout the Front Range.
 - Provide administrative support for Slow the Flow, High-Efficiency Toilet Upgrade Program, and Landscape Consultation Program, including but not limited to, tracking participants, communicating with field staff, following up and connecting with participants, etc.
 - Work with the public and field staff to ensure a full schedule for each Slow the Flow Technician and Landscape Consultant.
 - Communicate with Homeowners Associations, property managers, and landscape companies in order to schedule large property irrigation inspections.

- Help prepare educational and marketing materials for events and programs.
- Assist in data entry and data analysis for our annual program impact reports.
- Contribute to the writing of technical reports.
- Keep program metrics and customer data organized and in good order.
- General Duties
 - Provide administrative and programmatic support as assigned by the Water Programs Manager to Resource Central staff across program areas.
 - 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.
 - Staff Resource Central events as needed.

Skills and Abilities

- Excellent phone presence and customer service skills
- Positive attitude even in the face of challenges
- Superior organization and precise attention to detail
- Excellent communication skills
- Flexibility and willingness to assist others to accomplish shared goals
- Experience with Microsoft Office Suite, particularly Excel
- Ability and desire to quickly learn new skills as needed
- Ability to troubleshoot and come up with creative solutions
- Fun, team-player

Desired Qualifications

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

Essential Functions

- Available to work 35-40 hours/wk. during regular business hours, Monday-Friday from 9am to 5pm
- Must be available to work occasional evenings and weekends, primarily in May (this is a non-exempt role)
- Access to a working vehicle (and a valid drivers' license) is not required but highly preferred

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