



CONSERVATION MADE EASY

Position Title: Water Conservation Specialist
Employer: Resource Central; nonprofit in Boulder, CO
Job Status: **Full-time**, Non-exempt
Reports to: Water Programs Manager

About Resource Central

We're an award-winning nonprofit based in Boulder determined to make conservation so simple that people don't even realize they're doing it. Founded in 1976, our innovative programs in water, energy, and waste have helped more than 700,000 people improve their homes, conserve natural resources, and save money. Learn more at: ResourceCentral.org.

Candidates with a commitment to incorporating diversity, equity, inclusion, and accessibility practices and a demonstrated ability to work effectively with people from a range of social, ethnic, and cultural backgrounds are encouraged to apply.

Position Description

Water availability is one of the most important issues facing Colorado – and we're looking for a friendly and enthusiastic professional to support water conservation program participants throughout the region. Resource Central, through a variety of popular programs and in partnership with over 40 water providers, helps homeowners across the Front Range learn about and practice water conservation and sustainable landscaping. The Customer Support Specialist will work across all our water programs with a focus on the Lawn Replacement Program, Slow the Flow Sprinkler Evaluations, and Leak Detection assistance. They play a crucial role, providing exceptional customer service via phone and email and 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.

This is a hybrid remote role with great flexibility, occasional on-site work is required. The hourly range for the position is \$18-\$21 per hour and Resource Central provides tremendous benefits including health, dental, vision, life insurance, 403b retirement plan with match, generous paid time off and paid holiday offerings, a wellness benefit reimbursement, free bus pass and more!

Principal Responsibilities

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

- Provide exceptional customer service and low-water landscaping advice to homeowners via phone and email for the Lawn Replacement, Slow the Flow, and Leak Detection programs.
- Assist in reviewing applications and scheduling appointments, smart controller, and rain sensor installations throughout the Front Range.
- Provide administrative and programmatic support including but not limited to inputting program data, following up and connecting with participants, conducting property outreach and compiling leads, and tracking survey responses, etc.
- Communicate knowledgeably 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.
- Cultivates a strong sense of diversity, equity, and inclusion

Skills and Qualifications

- **Required:**
 - Must be at least 18 years of age
 - Customer service experience required. Excellent phone presence and positive attitude when confronting challenges is a must-have skill!
 - Experience with Microsoft Office Suite, particularly Excel
 - Superior organization and precise attention to detail
 - Reliability while working independently
 - Flexibility and willingness to assist others to accomplish shared goals
 - Ability to troubleshoot and develop with creative solutions
- **Preferred:**
 - High School Diploma or equivalent
 - Two or more years of relevant work experience, particularly phone and/or email customer support
 - Knowledge of water conservation and/or water-efficient landscaping

To apply please send a resume to HR@resourcecentral.org with the subject line “Water Conservation Specialist_Your Name”

Resource Central is committed to providing 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 on these grounds.

Resource Central is a 100% COVID-19 vaccinated workplace, as allowed for by the U.S. Equal Employment Opportunity Commission. Proof of vaccination will be required upon acceptance of a job offer. Job applicants with religious and disability-related objections will be given reasonable accommodations.