



Energy Services Coordinator

Department	Energy Services
Hours Worked:	Full-Time-37.5 hour per week
FLSA Status	Non-Exempt
Reports to:	Director of Energy Services
Location	Bufalo Office
Pay range	22-25/hr
Benefits	NCP offers a comprehensive benefits package including generous health benefits, 15 Days accrued PTO in first year, 12 paid holidays, medical, dental and vision insurance, 401(k), supplemental short-term disability insurance, long-term disability insurance, and life insurance

Job Overview

The Energy Services Coordinator at NeighborWorks Community Partners plays a crucial role in ensuring seamless customer experience within the Energy Department. This position is responsible for managing inbound leads, scheduling appointments, and providing follow-up support for both customers and the Energy team. By leveraging expertise in energy services and construction, the coordinator will contribute to the successful implementation and administration of energy programs, fostering strong community relationships and promoting energy efficiency.

ESSENTIAL FUNCTIONS

Program Implementation

- Assist customers with application intake, Explains the program, collects supporting documents, and navigates them through the process.
- Record all customer data and discussion notes in Salesforce.
- Submit applications to NYSERDA and collects additional documents from customers.
- Schedule energy audits and energy audit report reviews with customers.
- Respond to inquiries regarding Energy Services resources, including NYSERDA grant program, AHP and EmPower+ energy audits, and NCP's Energy Loan program.
- Schedule clearance inspections and clearance testing for Technical Services staff.
- Submit all required documentation to NYSERDA for EmPower+ approval, or other program approvals, and tracks funder relationships and customer pipelines.

Program Administration

- Maintain pipeline reports, program and project data, and project files in Salesforce.
- Ensure compliance with regulatory statutes and NCP procedures and policies.
- Keep all files and records as necessary, ensuring internal documents and project tracking are completed for each customer.
- Assist with departmental reporting and program assessment.
- Assist with marketing NeighborWorks® Community Partners' programs to the community, including Energy Services outreach.



EDUCATION & EXPERIENCE

- A Minimum of an associate's degree in a related field. BS is a plus.
- A Minimum of 2 Years' Experience in residential construction, energy, sales, or marketing.
- A valid driver's license and satisfactory driving record.

KNOWLEDGE, SKILLS & ABILITIES

- Strong working knowledge of NY building codes, procedures, and permitting.
- Expertise with BPI standards and industry practices related to energy improvements in residential housing.
- Strong communication and interpersonal skills and detail orientation with the ability to prioritize and manage multiple projects.
- Ability to work in a fast-paced environment both in office and field settings.
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook, and MS Project; knowledge of Salesforce is a plus.

Work Environment

NCP has offices in Buffalo, Rochester and Niagara Falls, and the candidate must be willing and comfortable communicating through video conferencing and telephone, as needed. The right candidate will be comfortable using the tools provided to break down language barriers for customers who do not speak English, which may include a translation service, or staff translator. Must also be able to work successfully with a diverse range of individuals including customers, volunteers, and agency partners. One must be self-motivated, flexible, persistent, organized and very attentive to detail. Reliable transportation is required. **We are an Equal Opportunity Employer.**

Apply online via [indeed.com](https://www.indeed.com) or submit a Cover letter and resume to HR department at:

kkhan@ncpny.org