



JOB DESCRIPTION – Customer Care Specialist

MICHIGAN ENERGY OPTIONS

Michigan Energy Options (MEO) is a nonprofit that has been in business since 1978. From our offices in East Lansing, Marquette and Grand Rapids we pursue daily our mission of guiding communities toward being more sustainable and resilient through the adoption of energy efficiency and renewable energy.

We do so by providing our unbiased expertise and research, our results-driven programs and our collaborations with decision makers, business leaders and residents of Michigan.

POSITION SUMMARY

Under the direct supervision of the Program Manager, this full-time position provides program support for Michigan Energy Options' Lower Peninsula office in East Lansing. The candidate will provide support across programs, including utility energy efficiency and community energy management. This work will have the candidate interacting with utility customers, residents and community members. As such, this position requires discretion, the ability to use most office equipment and technology, as well as customer service and communications skills.

Duties may include client scheduling, logistics, inventory tracking, assembling sensitive information, client communications, and research and data entry.

This position is 40 hours/week and is located in East Lansing, Michigan.

Michigan Energy Options offers a competitive wage that is commensurate with experience and ability.

PRINCIPLE DUTIES AND RESPONSIBILITIES

- Work directly with utility customers by fielding incoming phone calls.
- Provide program and administrative support for utility energy efficiency and community programs.
- Record customer information and assist in the preparation of data reporting.

QUALIFICATIONS/SKILLS & KNOWLEDGE REQUIREMENTS

- A minimum of an associate degree in a business related field preferred.
- Excellent oral and written communication skills.
- Strong organizational skills and ability to work independently.
- Proficiency in 2013 Microsoft Office Outlook, Word, Excel, and PowerPoint.
- Experience in customer service, specifically call center training or experience working with clients over the phone.

HOW TO APPLY

Interested applicants are encouraged to submit a resume and cover letter to Michigan Energy Options, 405 Grove St, East Lansing, MI 48823 or by email to Brandon Malaski, Operations Manager, at bmalaski@michiganenergyoptions.org.

EXPECTATION FOR ALL EMPLOYEES

Support the organization's mission, vision, and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, commitment to our community, and accountability and ownership. The selected applicant must be able to work in a fast-paced environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands and to seek supervisory assistance as appropriate.