



Job Description: Customer Service Representative

MICHIGAN ENERGY OPTIONS

Michigan Energy Options (MEO) is a clean energy nonprofit that has been in business since 1978. From our offices in East Lansing and Marquette, our mission is to guide communities toward being more sustainable and resilient through the adoption and use of energy efficient and renewable energy systems and plans. We are seeking a Customer Service Representative to support our organization. This is a great fit for someone who has interest in energy and sustainability and may also have experience in scheduling, program support, answering phones, and data entry.

POSITION SUMMARY

This position provides customer service support for Michigan Energy Options' State-wide energy efficiency and renewable energy utility programs. These programs include both residential and commercial rebate programs. This is a new position, designed to assist the program with client engagement, with a focus on client scheduling, logistics, inventory tracking, client communications, answering phones, and data entry. This is the first person our customers speak to, and we are looking for someone who is friendly and engaging on the phone, is detail oriented, and able to work independently.

This work will require the candidate to interact with utility customers, residents, and community members. This position requires discretion, the ability to use most office equipment and technology, as well as customer service and communications skills.

This position is based at our East Lansing office, with the ability to be partially remote if the candidate has reliable home access to high-speed internet that can support VOIP phones

PRINCIPLE DUTIES AND RESPONSIBILITIES

- Provide program and administrative support for Utility Energy Efficiency and Renewable Energy programs
- Answering incoming calls and directing callers to the correct program
- Work directly with customers, including scheduling services and answering questions
- Recording customer information
- Assist in the preparation of data reporting
- Maintain discretion and confidentiality
- Occasional participation in events during and outside of normal business hours
- Other duties as assigned

QUALIFICATIONS, SKILLS & KNOWLEDGE REQUIREMENTS

- Excellent oral and written communication skills.
- Strong organizational skills and ability to work independently.
- Proficiency in Microsoft Office Excel, Word, and Outlook.
- Experience in customer service, specifically call center training or experience working with clients over the phone.

COMPENSATION AND BENEFITS

Full-time hourly starting at \$15.00

Health and Dental benefits to begin 60 days after employment.

Hours of Operation: 8am-5pm, Monday-Friday

HOW TO APPLY

Please submit a resume to Michigan Energy Options, 405 Grove St, East Lansing, MI 48823 or by email to hr@michiganenergyoptions.org

Michigan Energy Options is an Equal Opportunity Employer. MEO recognizes the importance of diversity in building a strong workforce and team; individuals from historically underrepresented communities are strongly encouraged to apply.

EXPECTATION FOR ALL EMPLOYEES

Support the organization's mission, vision, and values by exhibiting 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.