



## Organization Description

CNT Energy is a non-profit corporation whose mission is to provide economic and environmental benefits to households, building owners and communities through energy efficiency and conservation. CNT Energy is experiencing rapid growth in three main areas:

- (1) Residential Real Time Electricity Pricing and Smart Grid Development,
- (2) Energy Efficiency in Residential and Commercial Buildings, and
- (3) Community Energy Planning and Energy Information Center.

CNT Energy is an affiliate of the Center for Neighborhood Technology (CNT), a 33-year old non-profit organization whose mission is to promote the development and perpetuation of vibrant urban communities that are both environmentally and economically sustainable, both in the Chicago region and throughout the United States.

## Position

The Energy Operations Associate assists in supporting CNT Energy's customer programs and contributes to ongoing communication, education, and new research activities. A primary responsibility is the support of CNT Energy's real-time electricity pricing programs. As part of the operations workgroup, the Associate works to maintain relationships with customers and assists in the accompanying production work. The Associate shares responsibility for the accurate documentation of these activities, especially as they relate to energy research projects.

## Accountability

The Energy Operations Associate reports directly to the Manager of Operations of CNT Energy. The Associate collaborates closely with other CNT Energy staff on operations and production activities.

## Responsibilities

- Provide customer support services. This includes:
  - Answering incoming phone, mail and electronic communications
  - Providing information on energy programs and services
  - Tracking and addressing customer comments, requests, and complaints using a customer relationship management database.
- Learn and stay abreast of current dynamic energy pricing policies and processes.
- Support the creation, review, and implementation of customer communications and education materials.
- Support the program logistics. This includes working with our communications and marketing teams to:
  - Assemble mailers, flyers, and event materials
  - Support both incoming and outgoing mailings



- Support CNT Energy research projects, including assisting in the analysis of information using MS Access, such as developing databases to process survey information.
- Perform other duties as required in assistance to and in cooperation with other CNT Energy staff.

## **Qualifications/Skills**

- Four year degree or equivalent experience in energy and/or environmental sciences.
- Previous experience with direct customer service.
- Exceptional organizational and coordination skills
- Ability to independently leverage critical thinking skills to address real world customer issues based on well defined program guidelines.
- A demonstrated attention to detail.
- Proficiency in MS Office applications (Outlook, Word, Excel, Access).
- Excellent written and verbal communication.
- Ability to work well independently and in a team setting
- Bilingual English/Spanish not required, but is an optimal qualification.

## **Anti-Discrimination Policy**

The Center for Neighborhood Technology is an equal opportunity employer that does not discriminate against any employee or job applicant based on race, color, national origin, religion, sex, sexual orientation, age disability, veteran status, or marital status. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, termination, promotion, transfer, layoff, leaves of absence, compensation and training.

This is an Exempt position. Salary is commensurate with experience. Work hour start and end times may be staggered with other employees to support a 7 am – 7 pm call center operation.

To apply, please send cover letter, resume, and salary history to:

Human Resources Center for Neighborhood Technology  
2125 W. North Avenue  
Chicago, IL 60647  
Fax to 773-278-3840 or email to [bridget@cnt.org](mailto:bridget@cnt.org)  
No phone calls please.