

POSITION DESCRIPTION

Role: Community Energy Program Support Officer

Location: This role is highly flexible and can be undertaken at home, or in the CVGA office.

Job Type: Casual. Minimum hours expected of 5 hours/week but could extend to 10 hours a week in busy periods. Flexible working arrangements available. Ideally at least 1 hour every day of the Monday to Friday working week.

Rate: \$27/hr plus super

Position objectives:

To help deliver the CVGA's community solar and storage bulk buy programs (MASH, Hepburn Bulk Buy and the Mallee Sun Bulk Buy) across central and northern Victoria. The MASH program has existed since 2014 and was established by The Hub Foundation. Since April 2018, the programs are now being delivered by the Central Victorian Greenhouse Alliance, based in Castlemaine.

Key requirements

- Excellent phone manner and people skills
- Excellent admin skills
- Flexibility in terms of being able to respond to calls within 24 hours ideally
- Ability to handle complaints in a calm professional manner and follow internal procedures in terms of how to handle/escalate them
- Clear communicator; this is not just a 'call taking' role; it is a vital role in terms of community engagement, informing people about the community/NFP aspect of the program and providing them with general info about how it works and the solar supplier
- Willingness/interest to learn about the bulk-buy and the products – and update knowledge continuously
- Willingness to participate in training
- Commitment to the green/community ethos of the bulk-buy
- Willingness to attend occasional info meetings in a support role and as a learning experience
- Support with events administration such as, booking venues and associated paperwork, update website with event details, enter Request for Quote leads after events, assisting with event logistics (setting up refreshments, equipment, flyers, etc.)
- Assist the Program Lead with website and online tool updates, as required.

Key responsibilities:

- Handling phone and web enquiries for the community solar programs
- Entering Request for Quotes for suppliers to follow up
- Handling and referring issues/complaints from MASH participants
- Additional admin and project support as required and mutually agreed

Key Selection Criteria:

1. An excellent telephone manner and people skills including conflict resolution
2. Demonstrated commitment to quality client service
3. Experience in managing customer expectations and identifying customer needs
4. Excellent word processing, data entry and basic administrative skills
5. Strong interest in community energy, renewable energy or climate change
6. Desirable: some knowledge of solar PV

Please email your application, including answers to the Key Selection Criteria to admin@cvga.org.au.

Applications close 5pm Tuesday 16 June 2020.