



Program Coordinator, Home Energy Loan Programs

Job Title:	Program Coordinator, Home Energy Loan Programs
Reporting to:	Project Lead, Home Energy Loan Programs
Salary Range:	\$52,530 to \$57,680
Position Type:	Full-time
Location:	Remote office, Eastern Ontario. This position is based in Peterborough and surrounding area.

EnviroCentre is an Ottawa-based environmental not-for-profit that supports local residents, businesses and communities to find practical ways to reduce their environmental impact. Our four key impact areas are Green Homes, Green City, Green Lifestyle and Green Business. We have been working for more than twenty-five years to promote practical climate action and awareness in our local communities, and we are one of the leading local agencies in environmental action.

The Program Coordinator position is well suited to a highly organized, adaptable, and versatile systems-oriented administrator who will coordinate logistical details, gather information for tracking and reporting, and maintain accurate and up-to-date files related to EnviroCentre's Home Energy Loan Programs. This position will primarily support the Home Energy Loan Programs team, with some duties related to other energy programs. This role requires exceptional organizational skills, excellent time management and attention to detail, multi-tasking, and tackling a variety of tasks on any given day.

Reporting to the Project Lead, the Program Coordinator, provides support to the processing, reporting, and tracking on Home Energy Loan Programs. An average day might include processing and screening program applications, interacting with program participants on the phone and via email, working with the team to ensure that reporting requirements are being tracked regularly, and various other administrative tasks for the team. They are responsible for coordinating the delivery of the Home Energy Loan Programs and assisting in coordinating various tasks for the energy department at large. The Program Coordinator will work collaboratively with the team, make recommendations, provide updates, build partnerships, and help to ensure that targets are being met.

Job Duties

- Provides client support services for the Home Energy Loan Programs, including system navigation support.
- Responds and fields incoming inquiries across a variety of programs (email and phone).
- Ensures program documentation is in place for all clients.



- Assists with administrative tasks related to a variety of programs including file management.
- Assists with program reporting requirements including maintaining up-to-date tracking documents, providing reporting requirements to Manager and Directors, ensuring all information is being collected efficiently and stored in the correct location.
- Compiles and enters data related to a variety of programs.
- Participates in internal EnviroCentre committees and activities which support broader organizational objectives.
- Works in accordance with applicable health and safety legislation, policies and procedures.
- Other duties as required.

Skills and Experience

- 2 – 5 years' experience in Customer Service/Office Coordination/Data Processing required.
- Post-secondary education in a related field OR equivalent professional experience.
- Strong verbal and written communication skills.
- Excellent time management skills.
- Proficiency in Microsoft Office programs, in particular Excel.
- Comfort and experience with telephone and online communications in a variety of platforms.
- Ability to provide organizational capacity to other team members and help colleagues adhere to timelines and deadlines through efficient project coordination.
- Solid administration, coordination, time management and budgeting skills
- A general understanding of sustainability and environmental issues.
- Residential construction and retrofits knowledge is a strong asset.
- Experience with CRM and Database Management is a strong asset.
- Bilingual (French/English) is an asset.
- Ability to work independently and be self-directed and motivated.
- Valid Ontario Driver's License and access to a vehicle is required.
- The successful candidate must be based in Peterborough and surrounding area.

Working Conditions

- EnviroCentre is a virtual workplace and will provide all necessary technology and IT support to ensure employees have the tools they require to effectively work from home.
- Part of a passionate team of environmental leaders who lead by example and are proud to be contributing to Eastern Ontario's Climate Targets
- Frequent computer use.



- Some lifting and bending required.
- Occasional evening or weekend work.

In addition to competitive pay, we offer:

- 35-hour work week and the ability to work flexible hours.
- A virtual workplace that supports work-life flexibility, combined with in-person events, occasional in-person group meetings and the opportunity to use a co-working space in downtown Ottawa or another convenient location.
- Starting 3 weeks paid vacation per year, plus paid office closure between Christmas and New Year and summer half-day Fridays.
- Health, dental and wellness coverage for you and your dependents
- Paid sick days, and additional time off for personal and care responsibilities.
- Caring, compassionate and supportive work environment that recognizes that work is one of the many responsibilities we have to prioritize in our lives.

EnviroCentre is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, gender, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, provincial, or municipal laws. EnviroCentre is committed to a workplace where everyone can participate safely, freely and confidently. We encourage applications from individuals who identify as BIPOC (Black, Indigenous, Peoples of Colour) and/or members of equity-seeking groups.

EnviroCentre recognizes a diversity of backgrounds and experience. If you do not have the formal experience described but can meet the requirements of the role and are willing to learn, we encourage you to apply and make your case in your cover letter. We are interested in a diverse team and willing to train the right person.

EnviroCentre is committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity, please advise us in a timely fashion of any accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

How to Apply

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and qualifications.

Application Deadline: May 8, 2024



Anticipated start date: May 2024

Important:

Please send your resume and cover letter in one document to info@envirocentre.ca

Please ensure your resume file (PDF) includes your first and last name and the reference number (Reference# EC202411)

Example: Firstname_Lastname_ EC202411

Please also put the Reference# EC202411 in the subject line of your email.

We thank all applicants for their interest, however only candidates selected for an interview will be contacted.