

Program Coordinator, Home Energy Loan Programs

Job Title: Program Coordinator, Home Energy Loan Programs
Pay Grade: \$50,000 to \$59,000
Reports to: Manager, Home Energy Loan Programs
Position type: Full-time
Location: Eastern Ontario, remote office, successful candidate must be based in Peterborough and surrounding area.

About the Organization

EnviroCentre is an Ottawa-based environmental not-for-profit that supports residents, enterprises, and communities to find practical ways to reduce their environmental impact. We have been working for twenty-five years to promote practical climate action and awareness in our local communities and Eastern Ontario, and we are one of the leading local agencies in environmental action.

In Ottawa, 42% of emissions come from transportation, and 46% from buildings, a similar profile to that of cities across Canada. EnviroCentre's work prioritizes reducing emissions in those areas, with an eye to supporting an integrated vision of a sustainable, resilient future Ottawa and Canada.

At EnviroCentre, we have a dynamic, growing, and engaged team of over 60 staff. We are a fully remote office and will provide the technology and tools to work effectively and collaboratively right from home. We offer competitive employment packages that include health benefits, a Communauto membership, and opportunities for training and professional development. We approach our work with a collaborative mindset and our growing team values everyone's contributions and ideas. We provide excellent working conditions with flexible hours.

Job Description

The Home Energy Loan Programs Program Coordinator will be responsible for coordinating the delivery of the Home Energy Loan Programs and assisting in coordinating various tasks for the Energy Department at large. Reporting to the Manager, the Program Coordinator will work closely with the Home Energy Loan Programs team to process applications, track program progress, and assist clients in navigating the loan portal. An average day might include reviewing applications, responding to client inquiries via phone and email, updating program tracking documents, compiling reports, and supporting administrative tasks to ensure the efficient delivery of the program.

The Program Coordinator will play a key role in supporting the Home Energy Loan Programs, ensuring accurate tracking, reporting, and client coordination. They will work collaboratively with the team, make recommendations, provide updates, build partnerships, and help to ensure that targets are being met. This position is ideal for a detail-oriented and organized individual who enjoys working with people, managing data, and ensuring the smooth operation of energy efficiency programs. The ideal candidate is a strong communicator, comfortable handling client inquiries, and has a keen interest in sustainability and home energy efficiency.

Key Responsibilities:

- Provides client support services for the Home Energy Loan Programs, including system navigation support.
- Handles and directs incoming inquiries from clients across multiple programs through email and phone communication.
- Verifies and maintains accurate program documentation for all clients.
- Assists with administrative tasks related to a variety of programs including file management.
- Supports program reporting by maintaining tracking documents, gathering required data for Managers and Directors, and ensuring all records are accurately maintained and securely stored.
- Collects, organizes, and inputs program-related data to ensure accurate and up-to-date records.
- Contributes to team discussions and participates in committee activities that align with and promote the overall mission and goals of EnviroCentre.
- Adheres to all relevant health and safety regulations, policies, and procedures to ensure a safe working environment for all team members and program participants.
- Performs other duties as required.

Skills and Experience:

- A minimum of 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.
- Proficiency in engaging with clients and stakeholders through various communication channels, including phone and online platforms.
- Facilitates efficient project coordination by helping team members stay organized and meet key deadlines.
- 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 the necessary technology and IT support.
- Part of a passionate team of environmental leaders who lead by example and are proud to be contributing to the region's Climate Targets.
- Home-office environment with frequent computer use.
- Occasional evening or weekend work required.

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.
- Retirement Savings Plans (RRSP) with company contribution equivalent to up to 5% of your base salary per year.
- Health, dental, and wellness coverage for you and your dependents.
- Paid sick days, and additional time off for personal and care responsibilities.
- A 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 experiences. 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 we are 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 should submit their resume and a cover letter detailing their relevant experience and qualifications.

Application Deadline: **April 20, 2025**

Anticipated start date: **May 2025**

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# EC202508)

Example: Firstname_Lastname_ EC202508.

Please also put the Reference# EC202508 in the subject line of your email.

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