

Customer Service Representative

Job Title: Customer Service Representative
Salary Range: \$45,000 - \$52,000
Reports to: Call Centre Supervisor
Position type: Full-time, Contract of 12-months with possibility of extension
Location: Ottawa and Eastern Ontario, remote office, must live locally in the National Capital Region for in-person activities

About us:

EnviroCentre is an Ottawa-based environmental not-for-profit that supports residents, enterprises, and communities to find practical ways to reduce their environmental impact. Our four key impact areas are Home Energy Efficiency, Sustainable Transportation, Waste/Circular Economy, and Green Infrastructure. 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, 44% of emissions come from transportation, and 41% 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 70 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, 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 Customer Service Representative is the first point of contact for our EnviroCentre programs. The individual will provide important information about the programs we offer, direct people to the right programs, and complete program registration processes.

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This role is more than answering phones - you will be providing information about a range of sustainability programs and helping local residents to navigate the services required to reduce their environmental impact.

The Customer Service Representative will report to the Call Centre Supervisor and will be responsible for managing customer interaction, handling client documentation, overseeing tracking and reporting, scheduling energy assessments, conducting client follow-up, ensuring customer satisfaction, participating in outreach activities, and pursuing ongoing learning opportunities.

If you are a motivated, self-directed, and adaptable problem-solver with a passion for providing customer service excellence that leads to helping people reduce their impact on the environment, this job could be for you.

Key Responsibilities:

- Responding to incoming calls in a timely and professional manner, following established call protocols and expected response times.
- Responding to web-based enquiries (including email and website submissions), following response protocols and ensuring timelines are met.
- Actively listening to customers to understand their needs and directing them to the appropriate program and information resources.
- Completing client eligibility screening and the in-take process documentation accurately, following all confidentiality and record-keeping protocols.
- Tracking calls and the customer journey consistently in the call centre platform and the Customer Relations Management (CRM) system.
- Maintaining comprehensive and up-to-date knowledge about EnviroCentre program details, eligibility requirements, and application processes.
- Following up with clients regarding scheduled home energy audits or visits, including pre- and post-audit preparation steps.
- Conducting post-service customer satisfaction surveys to gather feedback and support ongoing service improvement.
- Communicating effectively and regularly with the Call Centre Supervisor and team to ensure smooth operations and shared awareness.
- Participating in outreach activities to support projects and programs when needed.
- Other duties as required.

Skills and Experience:

- Minimum of 1 year of professional and/or volunteer experience in a related field.
- Call centre experience is a strong asset.

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- Proven customer service experience is a strong asset.
- English is essential; bilingualism or multilingual ability is a strong asset.
- Proficiency with Microsoft Office Suite is essential.
- Familiarity with Hot2000 software and energy assessment processes is an asset.
- Strong verbal, written, and interpersonal communication skills.
- Adaptability, active listening, and problem-solving skills, with a demonstrated commitment to client service excellence.
- Excellent time management skills and the ability to manage multiple tasks simultaneously with strong attention to detail.
- A general understanding of sustainability and environmental issues, with a commitment to ongoing learning and professional development.
- Self-motivated and able to work both independently and collaboratively as part of a team.

Note: *We do not use artificial intelligence (AI) tools for screening and evaluation of applications for this position.*

Working Conditions

- EnviroCentre is a virtual workplace and will provide the necessary technology and IT support.
- Frequent computer use.
- Extensive phone use (headset provided)
- 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 coworking 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.
- 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, colour, gender, religion, sexual orientation, national origin, disability, genetic

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

Application Deadline: March 29, 2026

Anticipated start date: April 2026

Important:

Please send your CV and Cover Letter in one document to info@envirocentre.ca

Please ensure your CV file (PDF) includes your first and last name and the reference number (Reference# EC202607)

Example: Firstname_Lastname_EC202607.

Please also put the Reference# EC202607 in the subject line of your email.

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