



Part-time Customer Service Assistant

Hours: Flexible Location: Remote

Starting at: \$16-18/hour

- Do you have a few hours free in the morning or afternoon?
- Effective on the phone?
- Interested making a difference in our environmental and energy challenges?

The Organization

Sustainable Westchester, headquartered in Mount Kisco, NY, is an environmental non-profit organization dedicated to improving the quality of life in Westchester County by promoting programs that benefit our local communities - energy conservation, reduction of greenhouse gases, food scrap composting, waste reduction, community solar, electric vehicles and more.

Customer Support

A number of our programs require the provision of phone support to individual residents and businesses. Our staff fields calls, patiently sorts out the nature of the inquiry, and provides answers to questions about the programs or direct to other resources. The largest percentage of calls relate to the Westchester Power community energy program, and may involve assisting a person to opt out, in or change supply choice, or perhaps helping to understand an electric bill.

These calls to be a crucial part of the engagement of all Westchester residents in the effort to transition to a clean, sustainable economy, so we are looking for someone who truly cares.

Responsibilities & Training

Our Customer Service Assistant will be expected to become familiar with the organization's programs and will receive training in the basics of each program and will shadow staff members on the phone to get a sense of how these calls are handled. Training will include use of the Westchester Power customer service platform, look up customers and perform any requested transactions.

Schedule

Phone volume is quite variable, so weekly work hours may be adjusted accordingly. The Customer Service staff member may be assigned other remote computer-based tasks which may be executed when call volume slows.

Technology/Equipment

The position requires the use of a company-provided cloud-based phone unit which connects through the internet, so requires that the candidate have internet service at home.

Experience

Relevant experience and/or Spanish language skills are a plus.

To Apply: Please send your resume to HR@sustainablewestchester.org

Learn more about our organization by visiting our website: www.Sustainablewestchester.org