Title: Community Energy Advisor (CEA)
Reports to: Program Manager
Department: PUSH Green
Status: Full-time, Exempt

Who we are:
PUSH Green is the energy efficiency arm of PUSH Buffalo and works toward connecting residents, small businesses and multi-family building owners all over Western New York with grants and other funding sources from the state energy regulatory body—New York State Energy Research and Development Authority (NYSERDA).

About the position:
The Community Energy Advisor (CEA) facilitates awareness of and connects customers to appropriate NYSERDA and non-NYSERDA (e.g. utility programs, HEAP, PUSH Green, etc.) energy efficiency and clean energy programs and resources, steps to participate in the programs, program financing, program benefits, and contractor participation and responsibilities. The CEA advocates for and supports clients as they seek to access programs and services.

Key Responsibilities:
This is a full-time position requiring substantial work hours and a significant focus on driving customer outreach and engagement through strategies including, but not limited to, cold calling, canvassing, presentations, meeting with people in their homes and other grassroots outreach methods.

Specific job responsibilities:
- Maintains regular communication with all PUSH Green team members and participates in regularly scheduled PUSH Green team meetings to ensure effective coordination of energy efficiency retrofit and clean energy programs and resources.
- Implements local outreach campaigns including mailings, flyers, organizing local events and workshops.
- Implements customer referral activities and peer-to-peer social marketing and networking to drive program enrollment and project implementation.
- Engages institutional, organizational, and government partners in program endorsement, sponsorship, and constituent aggregation opportunities.
- Facilitates awareness of the NYSERDA and non-NYSERDA (utility programs, HEAP, PUSH Green, etc.) energy efficiency and clean energy programs and benefits, steps to participate in the program, program financing, program benefits, contractor participation and responsibilities, and connections with all NYSERDA and PUSH Green programs including residential home performance, solar, multi-family and commercial programming.
- Conducts 1-on-1 grassroots outreach efforts to move people to action.
- Conducts joint meetings with outreach partners to introduce programs and encourage participation.
- Works independently and in collaboration with contractors to convert customer leads to contracted jobs using effective sales strategies.
• Recruits customers to participate in the program and focuses recruitment efforts within identified low-to-moderate income communities within the five counties: Erie, Niagara, Chautauqua, Cattaraugus and Allegany.
• Pre-qualifies and pre-screens residents, small businesses and multifamily building owners for participation in energy efficiency and clean energy programs, including financing programs.
• Follows up with prospects to determine interest in relevant programs or resources.
• Maintains customer lists using appropriate databases (e.g., Sharepoint, Salesforce, Excel) to move customers through the process and guides customers to appropriate resources and programs. Reporting and tracking must be in accordance with NYSERDA Salesforce Definitions & Guidance.
• Manages customer projects and coordinates project management activities with contractors.
• Engages in continuous improvement of customer, contractor, and project management systems.
• Maintains current and up-to-date knowledge of energy efficiency program components, solar PV program components, and other related programs and processes.
• Meets contract goals for energy efficiency and clean energy program implementation, including outreach and marketing goals, and completed jobs deliverables.
• Complies with NYSERDA requirements for reporting and communication, as necessary. Attends regular trainings and meetings sponsored by NYSERDA for program information and updates.

Qualifications for Entry into this Position:

The ideal candidate will have community outreach and engagement experience, a basic understanding of building science principles and applications and/or experience working in the energy efficiency or clean energy field. Must possesses a commitment to upholding PUSH’s mission to mobilize residents to create strong neighborhoods with quality, affordable housing, expand local hiring opportunities and to advance economic justice in Buffalo.

Knowledge, skills, and abilities:

• Very detail-oriented, organized, self-directed, and an effective communicator.
• Possess program marketing skills and experience, with a track record of excellent customer service.
• Strong time management and creative problem-solving skills.
• Comfortable meeting with people in their homes, cold calling, canvassing, organizing and presenting on various platforms, and providing front end and back end customer service; experience in these areas is preferred.
• Knowledge/ experience of NYSERDA and non-NYSERDA Programs and resources (e.g. utility programs, HEAP, etc.) is a plus.
• Prior service-related experience working in under-resourced and marginalized low-income communities is strongly desired.
• Previous direct experience in energy efficiency retrofit sales and marketing or installation work, or as a consultant in the energy efficiency retrofit and clean energy field is preferred.
• Building Performance Institute certification is strongly preferred.
• Project management skills and experience, including basic knowledge of residential construction, ability to read and interpret construction specifications & work proposals, and inspect energy efficiency work & other residential construction work for quality.
• Should be proficient in Microsoft Office, Salesforce and other related software programs; also familiar with web-based social networking and mobile software applications.
• A proactive, creative, and flexible attitude.
• Willing to work evening and weekend hours, as necessary.
• A valid NYS driver’s license and access to reliable private transportation is required.
• Spanish language proficiency is a plus.
Physical Requirements
The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work time may be evenly split between office and neighborhood setting as required to achieve program goals. Travel is required, PUSH Green covers all of WNY.
- Light physical effort in an office environment.
- May need to carry tabling materials into meeting and event sites; ability to lift and carry 10 to 20 lbs. (bag, tables, chair).
- Occasional bending and reaching.
- Maintain a high energy level; comfortable performing multi-faceted projects in conjunction with day-to-day activities.
- Regularly required to speak clearly and hear the spoken word as well.
- Regularly required to read and write clearly.

Join our team and build your career with us! We offer:
- Supportive, stimulating and collaborative environment with passionate colleagues dedicated to building community, equity and justice.
- Opportunities for professional growth and development.
- Competitive employer-sponsored benefits package including health, dental, and vision.
- Generous paid time off package.
- Flexible work time with supervisor approval.
- Employee Assistance Plan (EAP).

How to apply
Proposals will be accepted until the position is filled and will be considered on a rolling basis. Proposals should include a letter of application, resume, and contact information for two professional references. Proposals will only be accepted by email, and should be sent to:

Natalie Rodriguez
Program Manager
natalierodriguez@pushbuffalo.org

The letter of application will be a critical document for determining who will be interviewed for this position. The letter should summarize relevant experience and skills. The letter should also discuss why the candidate is enthusiastic to assume the responsibilities of this position.

PUSH is an equal opportunity employer.

PUSH recruits, employs, trains, compensates and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

At PUSH, we have a clear vision: to be the place where a diverse mix of talented people want to come, to stay and do their best work. Our organization runs on the hard work and dedication of our passionate and creative employees.

PUSH’s dedication to promoting diversity, multiculturalism, and inclusion is clearly reflected in all that we do. Diversity is more than a commitment at PUSH—it is the foundation of what we do. We are fully focused on equality and believe deeply in centering marginalized communities. All qualified applicants will receive consideration of employment without regard to race, religion, age, gender identity or expression, sexual orientation, religion, ethnicity, national origin, genetics or veteran status.