



Job Title:	Residential Communications Manager	Job Code:	
Location:	Maryland Territory	Travel Required:	10%, local
Wage Range:	\$13 -\$16 per hour	Position Type:	Part Time, working up to Full Time
HR Contact:	Send resume via email to <a href="mailto:hr@greenewit.com">hr@greenewit.com</a> ; include why you think you would be a good fit in the body of the email	Reports To:	Director of Residential Energy Solutions

### Job Description

#### Job Purpose:

Support greenNEWit's residential energy analysts and auditors in customer service tasks. Help maintain subcontractor and referral relationships. Ensure timely service completion while upholding greenNEWit standards.

#### Duties:

- Follow up with customers:
  - Answer questions to help their decision making
  - Resolve customer complaints, elevate as necessary
  - Send regular email blasts about special deals or financing available for retrofits/renewables
  - Facilitate scheduling and payment once upsell has been made
  - In short: make the customer feel taken care of and confident in greenNEWit
- Develop and manage customer appreciation campaigns.
- Write case studies about successful customers.
- Help maintain relationships with subcontractor partners:
  - Keep pricing, materials, and contract language up to date so auditors are quoting accurate workscopes to audit customers
  - Receive paperwork from subcontractors, verify, and process
  - Make sure paperwork aligns with program rules
  - Proactively identify issues and refine protocols
- Maintain relationships with referral partners:
  - Submit required reports documenting customer status
  - Answer questions and keep customer records updated
- Uphold the standards and the spirit of greenNEWit.

#### Skills:

Time Management and punctuality  
Friendly, yet assertive, phone communications  
Spreadsheets, word processing, and meticulous record keeping  
Brand Ambassador  
Professionalism

Qualifications:  
High School Diploma  
AA in communications-related degree preferred

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Julie Roby	Date:	01-16-2015