

CHN Housing Partners

Administrative Assistant- Energy Services

REPORTS TO: Program Manager

POSITION SUMMARY

The Administrative Assistant is expected to obtain knowledge and appreciation for all Energy Services programs while providing focus on clerical and particular undertakings of specific major utility programs (Dominion, First Energy (CEI and EPP) and others as directed). The AA for ESD is a position that supports the staff in specific multi-tasking duties that include filing, data entry, billing, mailings, scheduling and assist with eligibility determinations. The AA will need to learn and understand all Energy Services processes and communicate daily with program staff and managers.

RESPONSIBILITIES

HOUSEWARMING – DOMINION 20 HOURS A WEEK

- Housewarming Program file upkeep and review
- Housewarming low level data entry
- Pre- billing assistance
- Document review of contractor files
- Assist with scheduling needs of QC inspectors or field auditors
- Customer service – support programs with incoming calls and voicemails
- provide utility and energy education and referrals as necessary

BASELOAD CONSERVATION UTILITY PROGRAMS – 20 HOURS A WEEK

- EPP determinations (approximately 200 a month)
- Substitute warehouse bulb pick up on Friday Mornings (as needed)
- Independently navigate OCEAN, LEEN, CEI for client information
- Assist with Utility program mailings weekly
- Assist with scheduling needs of QC inspectors or field auditors
- Customer service – support programs with incoming calls and voicemails
- provide utility and energy education and referrals as necessary

QUALIFICATIONS:

- A Minimum of three years of data entry experience – preferably using multiple data base systems is required (OCEAN, SALESFORCE, LEEN, CHNDOM experience is a plus)
- A minimum of three years of Customer Services experience specifically utilizing: phone etiquette, timely response, follow up, mailings, and supporting documentation
- Working knowledge of Outlook and/or Google calendar – scheduling
- A minimum of three years of active problem solving in a work environment on a regular basis
- Strong organization skills – file review, inventory, tracking of job/invoice/client.

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