



**Position Title:** Customer Support Specialist  
**Employer:** Resource Central; nonprofit in Boulder, CO  
**Job Status:** Temporary, 35-40 hours/week. March – October  
**Benefits:** Gain conservation experience; \$16.50/hour, \$250 bonus after 30 days of employment  
**Reports To:** Water Programs Manager  
**Location:** Works remotely with occasional opportunities for in-person collaboration

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### **About Resource Central**

We're an innovative nonprofit determined to make conservation so simple that people don't even realize they're doing it. Founded in 1976, our programs in water, energy, and waste have helped more than 700,000 people save money, improve their homes, and conserve natural resources. Learn more at: [ResourceCentral.org](https://ResourceCentral.org).

### **Resource Central Mission**

To put conservation into action.

### **Job Summary**

Helping to conserve Colorado's water through engaging with program participants over the phone and email in this fast-paced, work from home role.

### **Position Description**

Water availability is one of the most important issues facing Colorado – and we're looking for a friendly and enthusiastic professional to support water conservation program participants throughout the region. Resource Central, through a variety of popular programs and in partnership with over 30 water providers, helps homeowners across the Front Range learn about and practice water conservation and sustainable landscaping. The Customer Support Specialist will work across all our water programs with a focus on the Lawn Replacement Program, Slow the Flow Sprinkler Evaluations, and Leak Detection assistance. They play a crucial role, providing exceptional customer service via phone and email and will be a key Resource Central representative in one-on-one interactions with program participants. Additionally, the position will assist in general administrative tasks related to the operation of Resource Central's Water Programs as assigned.

### **Principal Responsibilities**

After comprehensive training provided by Resource Central, the principal duties of this position include, but are not limited to, the following:

- Provide exceptional customer service and low-water landscaping advice to homeowners via phone and email for the Lawn Replacement, Slow the Flow, and Leak Detection programs.
- Assist in reviewing applications and scheduling appointments, smart controller, and rain sensor installations throughout the Front Range.
- Provide administrative and programmatic support including but not limited to inputting program data, following up and connecting with participants, conducting property outreach and compiling leads, and tracking survey responses, etc.
- Communicate knowledgeably and effectively with program participants about all of Resource Central's programs.

- Actively contribute to the success of Resource Central and contribute towards building a positive, collaborative, and results-oriented team

## Skills and Qualifications

- **Required:**
  - Must be at least 18 years of age
  - Customer service experience required. Excellent phone presence and positive attitude when confronting challenges is a must-have skill!
  - Experience with Microsoft Office Suite, particularly Excel
  - Superior organization and precise attention to detail
  - Reliability while working independently
  - Flexibility and willingness to assist others to accomplish shared goals
  - Ability to troubleshoot and develop with creative solutions
- **Preferred:**
  - High School Diploma or equivalent
  - Two or more years of relevant work experience, particularly phone and/or email customer support
  - Knowledge of water conservation and/or water-efficient landscaping

## Other Requirements

- Available to work 35-40 hours/wk. during regular business hours, Monday-Friday from 8am to 4pm
- Ability to work from home with reliable access to internet

**Application Deadline:** Applications are reviewed on a rolling basis. Open until filled.

**Start Date:** February 28, 2022. Some flexibility available.

**Application Process:** To apply, submit a **cover letter** and a **resume** by email with the subject "Customer Support Specialist" to: [HR@ResourceCentral.org](mailto:HR@ResourceCentral.org)

*Resource Central is a 100% COVID-19 vaccinated workplace, as allowed for by the U.S. Equal Employment Opportunity Commission. Proof of vaccination will be required upon acceptance of a job offer. Job applicants with religious and disability-related objections will be given reasonable accommodations.*

*Resource Central is dedicated to equal employment opportunities. We provide equal employment opportunities to all individuals based on job-related qualifications and ability to perform a job, without regard to age, sex, sexual orientation, race, color, religion, national origin, disability, marital status, military status, gender expression, genetic information or any other classification protected by applicable state or local law. It is our policy to maintain a non-discriminatory environment free from intimidation, harassment or bias based upon these grounds.*