



Energy & Environmental Health Services Assistant

ABOUT US: Founded in 1981, Isles is a nationally recognized nonprofit community development and environmental organization with the mission to foster self-reliant families in healthy, sustainable communities. Each year, Isles reaches thousands of central New Jersey residents with opportunities for at-risk youth job training, affordable housing development, financial literacy training, homeownership counseling, community gardening, environmental health and education, community organizing, and regional planning.

WHAT IT'S LIKE TO WORK FOR ISLES: Isles strives to provide impactful programs, while maintaining a healthy work-life balance and a positive, team-oriented atmosphere. Our team consists of 100 employees, plus a corps of volunteers and an engaged Board of Directors.

POSITION OVERVIEW: The Energy and Environmental Health Services Assistant supports the successful delivery of the Isles lead and healthy homes services, including customer outreach, lead and healthy homes assessments, applicant intake, documentation and reporting, customer service, and general office support. This position will work closely with the Energy and Environmental Health Services Manager, Energy and Environmental Health Services Coordinator, Lead & Healthy Homes Evaluators / Case Managers, and other staff engaged in weatherization and lead services, such as training and outreach. This position interfaces with a variety of organizational personnel, external agencies, customers and the general public.

WHO WILL BE SUCCESSFUL: The people who thrive on our team are passionate, visionary, curious, creative, open-minded, flexible, self-directed, and willing to learn from mistakes. They are also results-driven, detail-oriented, and responsible.



RESPONSIBILITIES:

- ❖ Staff front desk
- ❖ Answer and direct phone calls
- ❖ Assist with intake and collection of documents for determining qualified applicants for weatherization and lead programs
- ❖ Provide outstanding customer service to customers, vendors, health departments and program applicants.
- ❖ Assist in the preparation of regularly scheduled reports
- ❖ Carry out administrative duties such as applicant file prep, scanning, filing, etc.
- ❖ Maintain computer and manual filing systems
- ❖ Assist with program marketing and outreach
- ❖ Handle sensitive information in a confidential manner

QUALIFICATIONS:

Required Knowledge, Skills and Experience

- ❖ High school diploma or equivalent

- ❖ Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- ❖ Proven administrative experience
- ❖ Strong organizational and planning skills
- ❖ Attention to detail
- ❖ Outstanding verbal and written communication skills
- ❖ Willingness and ability to learn new software
- ❖ Reliable transportation, proof of insurance and a valid driver's license
- ❖ A flexible schedule and the ability to provide services on weekends and evenings, as needed

Preferred, But Not Required

- ❖ Knowledge or experience in lead and healthy homes field
- ❖ Spanish language proficiency
- ❖ Experience with Salesforce

Ambition and Vision - ability to take initiative, be proactive, and come up with your own list of projects and priorities; a wide degree of creativity and latitude; self-motivated

Personality and Eloquence - Strong written and verbal communication skills; ability to represent Isles in a professional and personable manner and build relationships with a wide-range of people; ability to use both "head and heart" methods of persuasion

Mission-Related Knowledge - Passion for Isles' mission, especially related to environmental health

Positive Workstyle - Ability to work with a positive and professional attitude; ability to work well with diverse personalities, in a team or individually; excellent organizational skills, and a high level of attention to detail

POSITION DETAILS: Non-exempt, 40 hour/week position, flexible schedule. Starting Wage: \$17.50-\$20/hr.

Please send cover letter and resume to hr@isles.org. Your application materials should demonstrate why you're a good fit for this position and what *specific* skills, experience, talents, and interest you'll bring to the table.