



THE SUSTAINABILITY INSTITUTE

PROJECT COORDINATOR / CUSTOMER SERVICE REPRESENTATIVE

Established in 1999, The Sustainability Institute is a Charleston, SC, nonprofit that works in three primary areas:

- (1) Conservation Service: Coastal habitat restoration through our Environmental Conservation Corp service-learning and workforce training (AmeriCorps) program;
- (2) Green Building Consulting and Certification: Advisory services and a certification program (Charleston RISES) that guide commercial and multi-family development projects to achieve rigorous green building and sustainability standards;
- (3) Home Energy Efficiency and Repair: Home performance audits and upgrades, weatherization, critical home repair, and energy conservation workshops for households that are energy insecure.

Our mission is to advance resilient, sustainable and equitable communities while building the next generation of conservation leaders.

The Role:

The Sustainability Institute's Weatherization and Critical Home Repair program uplifts families and communities by providing residential energy efficiency upgrades and repairs that reduce utility bills, protect health and safety, and enhance structural durability. The program provides the following services:

- Customer Support, Advising and Navigation
- Energy Audits
- Home Repairs
- Contractor Management
- Quality Assurance
- Workshops for Households

The program is currently seeking a full-Time **Project Coordinator / Customer Service Representative** to join our growing and dynamic team that shares a passion for environmental conservation and engaging with families and communities. The Project Coordinator / Customer Service Representative plays a central role in delivering The Sustainability Institute's home energy efficiency and repair programs, including Weatherization, Critical Home Repair (CHR), and Energy Assistance initiatives.

This position combines customer engagement, data management, and project coordination to ensure efficient and high-quality service delivery from homeowner intake through project close-out. The Coordinator supports the scheduling of energy audits, retrofits, and repairs; maintains program data systems; and provides direct communication with homeowners, contractors, and program staff across multiple regional territories.

The Project Coordinator reports directly to the Director of Building Performance and Weatherization.



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Key Responsibilities:

Customer Service & Homeowner Engagement

- Serve as the primary point of contact for homeowners throughout the project lifecycle; intake, eligibility verification, scheduling, and post-service follow-up.
- Clearly explain program benefits, eligibility requirements, and next steps to applicants and participants.
- Manage homeowner communications through phone, email, and text reminders to minimize no-shows and missed appointments.
- Conduct satisfaction calls and surveys after services are completed; log feedback in Salesforce for continuous improvement.

Project Coordination & Scheduling

- Manage the complex scheduling of energy audits, test-outs, contractor site visits, and quality assurance inspections across all territories.
- Coordinate between homeowners, program auditors, contractors, and internal staff to ensure efficient and timely service delivery.
- Proactively follow up with customers and service providers to confirm appointments and address any scheduling conflicts or delays.
- Maintain and update scheduling platforms to track project status and field assignments for Energy Auditors and Performance Contractors.
- Monitor project milestones and flag delays or data gaps to the Program Manager.
- Support field logistics, including preparation of direct-install materials and coordination of inventory distribution between territories.

Data & Documentation Management

- Accurately enter and maintain customer data, project records and program metrics in Salesforce, Google Drive and other specialized software systems.
- Ensure all data handling and record-keeping complies with program requirements, grant/funding requirements and privacy standards.
- Generate and validate data summaries for monthly and quarterly reporting to funders and internal dashboards.
- Assist with tracking key performance indicators

Administrative & Operational Support

- Assist with administrative duties such as document organization, mileage and expense reporting, meeting preparation, and procurement support.
- Compile homeowner packets and project files for field staff.
- Participate in weekly team meetings, providing scheduling updates and pipeline summaries.
- Contribute to process improvements, identifying opportunities to streamline communication and data flow between teams.



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Desired Qualifications & Experience

- 21 years or older.
- Valid driver's license and ability to occasionally visit project sites or community events across territories.
- **Experience:** Minimum of 2 years of experience in customer service, project coordination, administrative support, or a related field. Experience in a non-profit, community development, or energy-related setting is a plus.
- **Organizational Skills:** Exceptional organizational and time management abilities with a proven track record of managing multiple tasks, deadlines, and complex schedules simultaneously.
- **Software Proficiency:** Demonstrated proficiency with CRM (Customer Relationship Management) software, database management, and Google Workspace (Drive, Docs, Sheets, Calendar). Salesforce experience highly preferred
- **Communication:** Excellent verbal and written communication skills with the ability to interact effectively and respectfully with people from diverse backgrounds, including low-to-moderate-income households. Bilingual fluency (Spanish) is highly desirable.
- **Initiative:** A self-starter who is motivated to take ownership of tasks, anticipate needs, and proactively identify and implement process improvements without constant supervision.
- **Commitment:** A genuine passion for our mission and helping low-to-moderate income households improve their living conditions and achieve energy savings. Demonstrated ability to lead by example, including embracing a sustainability-oriented lifestyle.

Compensation:

- \$55,000 - \$60,000 and commensurate with experience, education and other qualifications.

Benefits:

- Monthly healthcare allowance
- Monthly cell phone reimbursement
- 403b plan (with up to a 3% company match after 1 year of employment)
- Dental insurance (after 90 days of employment)
- Life insurance (\$10,000, after 90 days of employment)
- Annual wellness benefit
- Generous vacation policy

Other Need-to-Knows:

The Sustainability Institute is committed to providing equal employment opportunities. Hiring and promotional decisions are made without regard to race, color, sex, religion, national origin, age, or marital status. The Sustainability Institute does not tolerate discrimination against anyone protected under federal or state law.



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To Apply:

Please submit a cover letter and resume to Mitch Houck, Director of Building Performance and Weatherization, at Mitch@SustainabilityInstituteSC.org. This position is open until filled.

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