



976 United Circle • Sparks NV 89431 • *ph* (888) 438-9473 • *fx* (800) 544-8051 • ResourceActionPrograms.org

Program Coordinator

Under general supervision, the Program Coordinator contributes to the success and efficiency of water and energy education programs conducted in elementary and middle schools across the country. This involves various aspects of Program implementation as it relates to teachers. Responsibilities will include researching and gathering information about various schools and teachers, recruiting teachers using appropriate promotional methods, and working collaboratively with the teachers by answering any and all questions regarding the Program.

Responsibilities Include:

- Conducting research via telephone and the internet.
- Light data entry.
- Strategizing and engaging in ways to conduct outreach to teachers in an effective and efficient manner, without excessive use of solicitation.
Examples include:
 - Strategically choosing to use e-mail, fax, U.S. Mail, and telephone to disseminate information about the Program.
 - Creating a rapport with the teachers which increases the probability of future enrollment without excessive use of solicitation.
- Documenting all outreach and outcomes from outreach.
- All aspects of customer service including but not limited to:
 - Answering any and all questions from teachers regarding products, material, sponsorship information, etc...
 - Providing teachers with information/ideas of how to better implement the Program into their schedule/curriculum.
 - Facilitating follow-up, beginning 1-2 weeks after materials have arrived at the destination, ensuring that all material has been received.
 - Continuing follow-up, throughout Program implementation



Committed to a Greener Future



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Knowledge, Skills, and Abilities Required:

- Be comfortable on the phone, staying in control under pressure, and have thick skin.
- Demonstrate excellent problem-solving skills.
- Excellent business and communication skills (written and verbal).
- Must be organized, self-motivated and able to multitask.
- Takes great pride and ownership in the work produced.
- Be creative and introduce new thinking and concepts to projects.
- Project management skills; ability to set and meet deadlines and balance multiple project schedules.
- Independent work style, ability to plan and execute with little direction, creative problem-solving skills and initiative.
- Comfortable collaborating with others, thrive in a fast-paced environment, and enjoy a diversity of tasks and projects.
- Handle stress with grace and tact and possess an excellent sense of humor.
- Proficiency in Microsoft Word, Excel, and Outlook is required.

Experience:

- 5 years experience in an office environment.
- 5 years of experience with Microsoft Word, Excel, and Outlook.
- 2 years experience working directly with customers.
- BS Degree in Business Administration or related field is a plus
- Research administration experience (e.g., research compliance, grants and contracts, or clinical trials) a plus.

The perfect candidate would be a team player, with great communication skills and a can-do attitude. It's a very fast pace environment so a sense of humor is a plus. For more information about the company please visit www.resourceactionprograms.org. This is an onsite position in **Sparks, NV**.

Please no contract or freelance applications. Please send your resume, examples of your work, salary requirements, and date of availability to Tiffany James at tjames@etlproducts.com.