

Member Service Director

Green Economy North

Job Title: Member Service Director: Green Economy North

Start date: March 14th 2022

Location: Virtual, based in Northeastern Ontario

Salary: \$50,000 Annually

Reports to: Executive Director

ORGANIZATION SUMMARY

reThink Green is a not-for-profit hub driving environmental action through information and inspiration. Our mission is to bring together ideas, partners and resources to build sustainable communities in Northeastern Ontario and beyond. By engaging the grassroots, non-profits, businesses and government, reThink Green creates community networks which promote creative collaboration and dialogue about local and global environmental issues and empower communities and organizations to meet their environmental and sustainability goals.

Green Economy North support and celebrate businesses and organizations as they set and achieve sustainability goals. The need for climate action is clearer than ever – and businesses can, should, and need to be part of that action if we are to get to the sustainable future we all want to see. Together we are demonstrating that a more sustainable economy is possible.

JOB SUMMARY

The Member Service Director is accountable for the overall impact of Green Economy North. This individual will effectively manage all service, training and data collection aspects of the program, building strong relationships with members and partners. He or she will work with Executive Director and senior staff team to develop action plans and achieve the long-term strategic objectives of the program. The Member Service Director is a passionate facilitator, a collaborative leader, and deeply committed to shaping a community-led sustainability Northeastern Ontario.

JOB DUTIES

Member Engagement and Support (50%)

- Act as a sustainability coach and principal resource person for Green Economy North members.
- Support and track member organizations through the Green Economy Canada Milestone process: Get Engaged, Measure Your Footprint, Set a Target, Achieve Results.
- Facilitate training sessions for cohorts of members from diverse sectors.

- With support from the staff team, assist members with services including basic energy audit walk-throughs; carbon emission inventory and baselining; Green Team development; action planning; target-setting; internal and external communications support.
- Maintain and track member engagement with regular and effective check-ins, ensuring that members are well prepared for the next step on the sustainability journey.
- Assist members to apply for funding from Green Economy North's microgrant program.

Data Tracking and Reporting (30%)

- Manage and support member data collection, analysis, and interpretation
- Lead the preparation customized inventory reports for each member as well as the cumulative data for annual public reporting.
- Manage all aspects of member recognition including collecting and sharing member success stories internally and externally, identifying case studies, and making recommendations for annual awards.

Program Innovation (10%)

- Assist in developing additional service offerings for members and non-member businesses and organizations.
- Assist in developing special projects within the program framework.

Management & Administration (10%)

- Manage and recruit program staff and volunteers as needed to ensure the success of Green Economy North
- Supervise and support Green Economy North program staff.
- Participate in reThink Green strategic planning and other duties as assigned by the Executive Director.

EDUCATION, SKILLS AND EXPERIENCE

- University degree / diploma in sustainability, business or related field or equivalent experience (minimum 2 years) in a professional environment.
- Project management, leadership and supervisory experience in a professional setting, particularly in the not-for-profit sector.
- Solid understanding of the business community. Experience in and knowledge of Northern Ontario strongly preferred.
- Knowledge of climate science, greenhouse gas accounting, the low-carbon economy and local environmental issues strongly preferred. Energy Manager Certification is a strong asset.
- Ability to work in French is a strong asset.

KEY SKILLS AND CHARACTERISTICS

Project Management Skills: Conscientious and detail-oriented; ability to plan, strategize, set goals, develop work plans, work efficiently and track progress; strong leadership and ability to work independently; ability to multi-task and assist with multiple projects and initiatives; initiative to explore new ideas and create new opportunities; ability to make decisions and resolve problems.

Communication Skills: Excellent communication skills (oral and written), excellent presentation and facilitation skills, French language skills are assets.

Interpersonal Skills: Establish and maintain positive working relationships with others, both internally and externally. Anticipate, understand, and respond to the needs of clients to meet or exceed their expectations. Work cooperatively and effectively with others to set goals, resolve problems, and make decisions.

Adaptability: Demonstrate a willingness to be flexible, versatile and adapt to a changing work environment while maintaining effectiveness and efficiency. Ability to learn new technologies and master new skills.

HOW TO APPLY

Please send cover letter and resume to info@rethinkgreen.ca. Interviews will begin February 28th, 2022 and continue until the position is filled. While we thank all applicants, only those invited for an interview will be contacted.