Title: Customer Communications Coordinator

Part-Time: <u>Spring/Fall</u> 15-30 hours/week; <u>Winter/Summer</u> 5-20 hours/week; select Saturday mornings

Wages: $16-$18 per hour, depending on experience (and mileage reimbursement)

This position assists the Program Manager with meeting the goals and needs of tree programs and is responsible for customer assistance, attendance tracking, and eligibility confirmation. The position is paid hourly, to be determined by experience, with a seasonal work schedule to include select Saturday mornings. This position is primarily remote with some required in-person event attendance.

Responsibilities:
- Assist shade tree program customers in all phases of program registration and attendance
- Monitor registration of shade tree workshop attendees, including confirming their eligibility to participate in the program
- Monitor and manage all calls and emails in and out of the Shade Tree inbox and keep updated call/email logs, including forwarding emails as-needed and answering general queries
- Update shade tree workshop cancellation list on Share Point and delete registrants from RSVPBook
- Coordinate with our volunteer certified arborists regarding questions that customers have about tree care and tree issues that arise (trees drying out, trees being eaten by wildlife, trees appearing dead)
- Provide phone directions and answer emails/voicemails on select Saturday shade tree event mornings
- Coordinate with SRP team on every step of webinar process, including initial eligibility verifications and post-event attendance records
- Create and manage all automated emails (reminder emails, follow-up emails, etc.) before and after events, including webinars and in-person events
- Create and manage all customer information from webinar attendance to tree pick up
- Update and maintain accurate database of customer tree orders
- Edit and update tree forms and other customer-input forms as needed per program manager
- Assist program manager with creation of new webinar registration links as needed
- Operate help desk at tree distribution events, assist customers who aren't found on check-in lists by searching event records and verifying webinar attendance on-site
- Process tree cards and update customer database after tree distribution events, in partnership with program manager.
- Prepare comprehensive attendance report for use in Event Report made by Program Manager.

Time Requirements:
- During the week of shade tree workshop events, 2-5 hours a day to respond to emails and voicemails beginning on the day that the reminder email is sent out (which is typically a Tuesday) leading to the Saturday of the event (i.e 2-5 hours a day on Thursday, Friday, and Saturday)

- During non-event weeks, the ability to monitor emails and voicemails daily, which will require anywhere from 30min- 2 hour (depending on the amount of emails and voicemails)
- During webinar season, 5-7 hours a day to perform registrations/verification runs/calls emails to customers.

Desired Qualifications:
- Two+ years' related experience and/or training
- Electronic and computer skills, Internet fluency, and experience with Microsoft Office programs; knowledge of event management programs (RSVPBook) is preferred but not required
- Excellent phone and oral communication skills and customer service skills
- Organizational skills, attention to detail, and multitasking ability
- Access to reliable Internet and ability to work at home in a quiet environment to handle phone calls with customers in a professional manner

Please submit a cover letter and resume to ShadeTree@TreesMatter.org. Be sure to put "Customer Communications Coordinator" in the subject line. All items should be submitted as a single pdf document.