

## POSITION ANNOUNCEMENT

### Receptionist/National Energy Assistance Referral Specialist (Call Center Representative)

The National Center for Appropriate Technology or NCAT has been helping people build resilient communities through local and sustainable solutions that reduce poverty, strengthen self-reliance, and protect natural resources since 1976. NCAT is a trusted, practical, connector for individuals and businesses who are working to leave our world better than we found it. NCAT works to foster and promote sustainable technologies and systems, especially for the benefit of economically disadvantaged individuals and communities. NCAT is a national private non-profit organization whose work includes nationally recognized projects in food, agriculture, and energy.

NCAT is seeking a full-time Receptionist/ National Energy Assistance Referral (NEAR) Specialist (Call Center Representative) to work with our administrative team in NCAT's Butte, Montana, office. This position will be approximately half-time reception and half-time NEAR Call Center Specialist responsibilities. Our receptionists provide assistance at our national headquarters office. Our NEAR Program Referral Specialists provide information and referrals on availability of the Low-Income Home Energy Assistance Program (LIHEAP), via phone and email, by looking up information on a national database. This position will provide support for people all around the United States on NEAR Services.

**QUALIFICATIONS:** The ideal applicant will have education and/or experience in an office setting and/or customer service. Call center experience is helpful. Bilingual speaking skills are preferred.

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Commitment and passion for the NCAT mission;
- Interest and knowledge of mission-driven, non-profit organizations;
- Strong organizational, verbal and written communication skills with attention to detail;
- Proficient with Microsoft Office Suite;
- Ability to prioritize work assignments and to complete tasks in a timely manner;
- Knowledge of multi-line phone systems;
- Strong customer service skills;
- Ability to work independently and in a team environment;
- Maintain information of a confidential information.

#### **RESPONSIBILITIES:**

- Promote and support NCAT's mission;
- Provide reception services such as answering multi-line phone system, greet NCAT visitors, photocopying and mail services;
- Edit and format documents and correspondence, data entry, create files and spreadsheets;

- Respond to email inquiries regarding national energy assistance;
- Look up information on a national database to provide contact information on Low-Income Home Energy Assistance Programs (LIHEAP) in the callers' area via phone and email;
- Data entry to record information regarding phone and email requests and identify information requested, state, and response provided;
- Assist administrative team with other projects as needed.

**COMPENSATION AND BENEFITS:** This position is 40 hours/week with a starting wage of \$15.68/hour depending on skills, qualifications, and experience. Benefits, paid leave, holidays, 401(k), life insurance, Long Term Disability, dental, and vision plan options.

**APPLICATION PROCESS:** Applications will be accepted until a suitable candidate can be identified. Early applications are encouraged. Applicants are encouraged to visit [www.ncat.org](http://www.ncat.org) and [www.attra.ncat.org](http://www.attra.ncat.org) to learn more about NCAT. All persons interested in being considered for the position must submit an NCAT application and upload a resume and cover letter through BambooHR. To start the application process please visit [NCAT Supplemental Information](#) and complete the online supplemental application. Incomplete applications or references on the application to “see resume” will not be considered. The next part of the process is uploading a current resume and a cover letter highlighting experience and skills relevant to the listed qualifications. Resume and cover letters can be uploaded at <https://ncat.bamboohr.com/jobs/>. Simply choose the position you are applying for and then click “apply for this job” to upload the required resume and cover letter. NCAT employees interested in being considered should upload their resume and letter of interest but are not required to complete the supplemental application information. Questions about the application process can be directed to:

Kriss Sullivan, Director of Human Resources  
e-mail: [jobs@ncat.org](mailto:jobs@ncat.org)

*NCAT's mission is to help people build resilient communities through local and sustainable solutions that reduce poverty, strengthen self-reliance, and protect natural resources. Our work brings together diverse partnerships and communities to help reduce poverty and protect our natural resources. We strive to be a multicultural organization that embraces the rich dimensions of diversity such as race, ethnicity, gender identity, sexual orientation, socio-economic status, age, physical ability, religious or political belief and marital or veteran status. Diversity creates healthy communities. Special consideration will be given to applicants who are reflective of the communities that we serve. NCAT is an Equal Opportunity Employer.*

For additional information about NCAT please visit our website at [www.ncat.org](http://www.ncat.org).

(Updated 1/10/2023)