

## POSITION ANNOUNCEMENT

### Call Center Representative – National Energy Assistance Referral Specialist

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's work includes nationally recognized projects in energy, agriculture, food, and rural development.

NCAT is seeking a part-time, Bilingual (English/ Spanish) Call Center Representative - National Energy Assistance Referral (NEAR) Specialist to work with our Administrative Services Director and administrative team in NCAT's Butte, Montana, office. This position will provide support for people all around the United States on NEAR Services.

**QUALIFICATIONS:** The successful applicant will have strong verbal communication skills, writing skills, computer skills, and the ability to work independently as well as part of the NCAT team. The applicant must have Bilingual speaking skills (English/Spanish). The successful candidate will need to prioritize work assignments and to maintain information of a confidential nature.

**RESPONSIBILITIES:** 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. The position will record information regarding phone and email requests to identify information requested, state, and response provided. The specialist may also help on other projects as needed.

**COMPENSATION AND BENEFITS:** This position is 20 hours to 30 hours /week with a starting wage of \$15.30/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. NCAT employees interested in the position should email Human Resources a letter of interest as soon as possible. All persons interested in being considered for the position must submit a resume and cover letter through BambooHR. To start the application process please upload a current resume and a cover letter highlighting the experience and skills relevant to the listed qualifications. Resumes 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.

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).*