



Title: Remote Communications Assistant

Part-Time: Spring/Fall 10 hours/week; Winter/Summer 2-5 hours/week; select Saturday mornings

Wages: \$11-\$14 per hour (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.

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 assist with customer calls and emails regarding the shade tree program and keep updated call/email logs.
- 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

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 Thursday) 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)

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 "Remote Communications Assistant" in the subject line. All items should be submitted as a single pdf document.