



ICAST Job Opportunity

Position Title: Customer Service Representative

Location: Lakewood, CO

Areas of Expertise: Sales and Customer Service

Skill Level: 2-3 years of experience dealing with customers

Compensation: \$18-\$25/hour, depending on experience and skill level

Company Description:

ICAST (International Center for Appropriate & Sustainable Technology) is a non-profit social enterprise currently engaged in solving our affordable housing and climate change crisis in a financially sustainable manner. ICAST projects serve low income populations by investing in local communities, reducing resource waste, and help build local capacity.

Position Overview

The primary focus of this position is to support the sales team and to eventually progress to inside sales (account manager) and then outside sales (Business Development Executive). In this position you will be trained to be a dynamic and knowledgeable sales person in green retrofits for apartment. This position is for a person who wants to build a career in sales and support sustainability!

Tasks and Responsibilities

- Call on potential customers and educate them on ICAST services and benefits of green upgrades.
- Complete customers applying for utility rebate in filling and processing their applications
- Follow up with clients to resolve pending ICAST requests for data and ensure that customer requests to ICAST are met in a timely manner.
- Eventually progress to account management and perhaps later into full outside sales position.

Required Experience:

- Customer service experience required
- Previous experience in energy efficiency is a plus
- Proficiency with MS Outlook (email & calendar), Word, & Excel is a requirement
- Ability to prioritize and track work, tasks, activities events.
- Attention to detail is a strong requirement
- Strong organization skills
- Good reading and writing skills

To Apply: Please email a cover letter and resume to positions@icastusa.org with the position you are applying for in the subject line.