



Intern - Customer Service & Outreach

The Mid-Ohio Regional Planning Commission (MORPC) is seeking a reliable, motivated individual for the position of Customer Service & Outreach Intern for the Energy & Air Quality Department. This position will be responsible for communicating with potential customers by telephone, email, or through presentations in group settings. This individual will also gain knowledge of MORPC's home weatherization, electric baseload, and housing programs to assist customers in the intake and application process. This individual will also assist with marketing the programs and conducting surveys by telephone or by direct mailings as needed. This position also includes research, tracking, data entry, filing and other administrative functions.

Examples of work include but are not limited to:

- Participate in outreach events to promote MORPC programs and develop strategies to reach targeted customers.
- Make calls to bring new clients into the programs, and answer telephone inquiries requesting information about the free weatherization and housing programs that MORPC administers.
- Assist in taking client applications over the phone and clearly explain the process of how the customer may obtain services from the program.
- Track the origin of the incoming calls to determine the impact of marketing efforts.
- Assist with scheduling Energy Auditors with visits; either initial visits, final inspections/review visits or electric baseload visits.
- Assist intake staff and other department staff with calls, data entry, mailings, and other administrative tasks.
- Fully support all MORPC personnel policies and procedures
- Develop familiarity with the cultural diversity and apply diversity and inclusion efforts in the daily business.

Required Knowledge, Skills and Abilities:

This position requires the ability to follow verbal and written instructions as part of the Energy & Air Quality team. Knowledge and understanding of the procedures required to assist applicants in processing the application(s). Formal training session(s) after an individual has started employment will be required. This position will require the ability to safeguard applicant's sensitive information and uphold confidentiality agreements.

Applicant must be able to work independently or as part of a diverse team. You must have a valid driver's license, good driving record and maintain liability coverage as required by MORPC. Should be willing to use personal vehicle, with mileage reimbursement, to conduct MORPC business. Essential functions include the ability to use a multiple line phone system, advanced knowledge in Microsoft Office, and in other various office equipment.

Acceptable Training and Experience:

Applicant must currently be enrolled in a college or university. Verbal and written communication skills are important. Requires High School education or equivalent. Client/customer service experience is mandatory. Ability to speak multiple languages is preferred.

Salary commensurate with experience/education. Projected to work 20-22 hours per week. MORPC is an EOE/AAP employer. Please mail resume to or complete an application at MORPC, Attn: EAQ-1-17, 111 Liberty St., Ste 100 Columbus, Ohio 43215, or email resume to submitresume@morpc.org for consideration.

Please no phone calls.

www.morpc.org