

Administrative Lead

JOB TITLE	Administrative Lead
DATE	2021
LOCATION	New Jersey
DIRECT REPORTS	Program Director
DURATION	5+ Years

Local Unit & Position Description:

This position leads a team of administrative professionals supporting our utility-led Energy Efficiency Incentive programs in New Jersey. This role requires strong interpersonal and organizational skills and managerial experience working in an office environment. This position is the key to the efficient operations of the administrative team including customer service, call center and data entry operations.

Tasks May Include –

Provide coaching and assistance to staff who support customers and contractors with the application processes for market-based programs

- Create and provide periodic reporting on administrative team performance metrics, including application and inquiry throughput, accuracy, and customer satisfaction
- Monitor and ensure the delivery of all commitments offered to customers or Trade Allies in a timely manner, i.e. call backs, application referral, email responses, etc. by administrative staff
- Demonstrate active listening skills regarding customer needs and goals and understanding of program opportunities that meet the customer's goal
- Identify and resolve customer issues with professionalism and with the collaboration of cross-functional team members as appropriate
- Oversee and ensure conflict resolution between Project Coordinators and Customers or Trade Allies

Position Qualifications

What We're Seeking

- Minimum of 5 years' experience in administrative services management
- Ability to prioritize and work both independently and manage a team
- Excellent communication, interpersonal and leadership skills required
- Ability to work well under pressure in time-critical situations and be productive and self-motivated during slow periods
- Intermediate experience in MS Word, Excel, PowerPoint, and Access is essential
- Advanced conflict resolution skills required

Desired Qualifications:

- Bachelor's Degree in Marketing, Business or Communications
- Bilingual (Spanish/English) is highly desired
- 6+ years' experience in customer service or inbound call center environment
- Customer-centric mindset
- Passionate about making a difference.

****Immigration-related benefits (for example, visa sponsorship) are not available for this position****

**** The recruitment process for this position will be completed in partnership with the PSE&G Clean Energy Jobs Program. Applications and resumes submitted for this position may be shared with third parties participating in the PSE&G Clean Energy Jobs Program. By submitting your application, you are giving DNV consent to share your application and resume (and all personal information contained therein) with the PSE&G Clean Energy Jobs Program. You may opt out of this process at any time, but please be advised that doing so may impact your candidacy for the position. ****

****DNV conducts pre-employment drug and background screening****

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