



## Senior Project Assistant

Portland Energy Conservation, Inc. (PECI) is a nonprofit corporation with a twenty-year history developing and implementing innovative approaches to energy and resource efficiency. We offer our local and national clients a unique combination of expert research, program design, and on-the-ground delivery. We are growing and have exciting opportunities for individuals who have a passion for learning and want to make an impact working within the energy efficiency market.

### About the Position:

PECI is looking for an organized and detail-oriented Senior Project Assistant to join our Data Services team. As a Senior Project Assistant in the Data Services Center the candidate will function as a team leader in support of data processing needs for a large volume of incentive applications from their delivery through verification, approval, and payment.

The Senior Project Assistant organizes and directs the work of program assistants including training of temporary staff and new employees. This individual oversees the daily progress and steps needed to meet daily/ weekly/monthly program goals. This position also requires the candidate to follow up with unique customer situations that require extra attention and superior customer service. The Senior Program Assistant takes the lead on payment, reporting and other processing responsibilities for various customer programs as directed by the Data Services Center Manager.

### Qualities:

- In depth working knowledge of Excel with 1-2 years experience working with queries and reports within MS Access or SQL Server Reporting Services
- Excellent attention to detail and organizational skills a must
- Ability to work as part of a team
- Superior data entry expertise
- Ability to evaluate, diagnose and correct data discrepancies
- Strong verbal communication skills and customer service abilities
- Great planning skills and consistent follow-through
- Time management proficiency and efficiency
- High energy level and ability to thrive in a fast-paced environment
- Excellent interpersonal skills and able to handle difficult situations in a professional manner
- Assists in training of temporary staff and new employees
- Acts as liaison between team and supervisor
- Represents team issues, proactively seeks solutions

### Key responsibilities:

- Provide front line support of Project Assistants for system processing and issue resolution
- Act as team leader by overseeing daily workload
- Assist in answering inbound customer calls related to various rebate programs
- Research and troubleshoot difficult issues regarding customer complaints and other program issues
- Works closely with department and program manager to update policies and procedures related to rebate processing
- Manages weekly payment processes for all rebates
- Supports weekly and monthly phone logs, task tracking and other reports required for program implementation

### To Apply:

If you are interested in this position, please send a letter, resume, a writing sample and references to [job2331@peci.org](mailto:job2331@peci.org), or 1400 SW 5th Ave #700, Portland OR 97201.