

Operations Support Officer

Location: Sydney, Nova Scotia
Start Date: As soon as possible
Salary Range: Depends on Experience
Hours: Full-time, 35 hours/week
Status: Permanent

Clean makes homes more [energy efficient](#), [restores streams & watersheds](#), [engages youth](#) on the environment, promotes [green transportation](#), mitigates the effects of [stormwater](#), helps communities reduce [waste](#), and contributes to public policy discussions.

That's [what](#) we do. [Why](#) we do it is to help create a more sustainable society in Atlantic Canada. We work for a clean climate & clean water, and, to help us get there, we foster, educate and support clean leaders in our communities.

Clean is a non-profit, non-governmental environment organization created in 1988 through an [Act of the Legislature](#) in Nova Scotia. However, we receive no core government funding. We run the charity through money raised for our many programs and projects, which can come from agencies, businesses, government departments, foundations and individual citizens.

You may know us as Clean Nova Scotia, but we work on projects in other parts of Atlantic Canada, throughout the traditional lands of the Mi'kmaq and Wolastoqiyik. That's why we say we're just *Clean*.

We are currently seeking a hardworking, dynamic and motivated individual to add to our team who has a strong passion for people and the environment. Our approach is always collaborative and team oriented. In this stimulating role of **Operations Support Officer** you will report to the Operations Coordinator.

Position Overview:

Reporting to the Operations Coordinator, the Operations Support Officer performs administrative duties that facilitate Clean's ongoing energy programs. The Operations Support Officer processes and submits financial reports, tracks health and safety information, conducts database research and management, and supports field activities throughout the energy department. This position requires strict adherence to established processes and timelines, clear oral and written communication, and strong organizational skills.

The Operations Support Officer works predominantly in an office setting, but may be required to travel to appointments and meetings which may sometimes require overnight lodging. Certain responsibilities may require working with minimal supervision, working outdoors under inclement weather, in smaller spaces such as attics and crawl spaces, lifting up to 50lbs, at heights up to 10 feet using ladders, and under conditions that require a respirator.

Key Areas of Responsibility:

- Process mileage and expense claims for energy field staff;
- Verify and approve payroll claims for energy field staff;
- Conduct daily check-ins for energy field staff;
- Conduct monthly toolbox talks with energy field staff;
- Perform incoming/outbound phone duties as required;
- Monitor occupational health and safety records and ensure compliance among energy field staff;
- Generate and distribute weekly database reports;
- Monitor energy department databases to ensure accuracy and completeness of files, as well as adherence to expected workflow timelines;
- Assist in marketing and outreach initiatives;
- Generate and mail homeowner reports;
- Conduct quality assurance surveys across energy programs;
- Investigate subcontractor issues/client complaints that require a physical investigation based on guidance from energy department administration;
- Conduct site visits for Clean staff and contractors to ensure adherence to expected program protocols and health and safety requirements;
- Refer issues to the Operations Coordinator, as required;
- Follow policies as stated in the Employee Policy Manual, Safety Manual and all other procedures and practices of the organization;
- Ensure required tasks are conducted in a timely manner;
- Ensure timely communication to internal and external contacts;
- Generate reports as required;
- Regular office hours are required to ensure program needs are met for responsibilities such as, but not limited to, availability for meetings, consultations, administrative support, as required;
- Attend mandatory training, as required;
- Other duties as required.

Position Requirements/Qualifications:

- Completion of post-secondary degree or diploma in business administration or related field;
- Strong customer service experience;
- Experience with both incoming and outgoing calls;
- Experience developing and maintaining good client relations;
- Strong communication, organization and attention to detail skills;
- Strong computer skills; Outlook, Microsoft Office (Word, Excel, PowerPoint);
- Experience working within a team environment as well as independently;
- Must be able to lift and carry 50 lbs;
- Must be legally entitled to work in Canada;
- Must demonstrate a passion for the environment;
- Experience working in a non-profit organization is considered an asset;
- Valid First Aid and WHMIS would be considered an asset.

If you are interested in this position please submit your cover letter and resume, merged into one document, via email to Mary Christopher mchristopher@clean.ns.ca by July 30, 2017. We appreciate all interest; however, only those selected for an interview will be contacted.

Clean is committed to Employment Equity and our goal is to be a diverse workforce that is representative at all job levels. We welcome applicants from Aboriginal People, Visible Minority Groups, Persons with Disabilities and Women in occupations of positions where they are under-represented. If you are a member of one of the equity groups, you are encouraged to self-identify on either your cover letter or resume.