

## **INCLUSIVE PROSPERITY CAPITAL ASSOCIATE, PROGRAM OPERATIONS**

### **ABOUT THE ORGANIZATION**

Inclusive Prosperity Capital, Inc. is a not-for-profit investment fund working at the intersection of clean energy finance and community development. Our team is focused on connecting investment capital with mission-aligned organizations, clean energy projects, and community initiatives in traditionally underserved markets.

We believe everyone should have access to the benefits of clean energy. We can change the conversation in underinvested neighborhoods and markets, helping to deliver **Inclusive Prosperity**.

For more information about IPC, please visit us at: <https://www.inclusiveprosperitycapital.org/>

### **ABOUT THE OPPORTUNITY**

IPC seeks an Associate to join its growing Program Operations team for a durational one (1) year period, with the possibility of becoming a permanent hire. A qualified candidate will support the team's management of new and existing programs, including a residential financing product that involves interaction with homeowners, energy contractors and lenders.

Responsibilities include:

- Managing contractor compliance documents including certificates of insurance and licenses
- Tracking projects through all process steps, including reviewing energy project information for program compliance
- Corresponding with homeowners, contractors and lenders by phone and email

This is a unique opportunity to learn and grow in a mission-oriented organization, and as such successful candidates will be expected to apply an "all hands" approach.

### **QUALIFICATIONS**

#### ***Education:***

The ideal candidate will have a Bachelor's degree in a related field or a minimum of 3 years' experience working in a customer service role, with special consideration given to candidates with education and/or experience in the energy field.

**Skills:**

IPC seeks candidates that exhibit both mission alignment and professional competency in the following areas:

- Strong interpersonal skills involving the ability to work with management and a variety of other parties, at all levels, internally and externally.
- Strong writing skills and the ability to communicate effectively, tactfully, and courteously through oral and written communications.
- Ability to facilitate communication with contractors, lenders and others.
- Knowledge of and direct experience with the process of project tracking with particular emphasis on customer support and application processing in the clean energy of financial services sectors.
- Strong organization skills, attention to detail, and demonstrated ability to perform multiple tasks simultaneously.
- Experience working in a team environment.
- Proficient in the Microsoft Office Suite, particularly Excel.
- Knowledge of customer relationship management (Salesforce) and/or workflow applications preferred but not required.
- Ability to understand various energy-related technologies and financial products preferred but not required.

Above all, an ideal candidate will be eager to learn and grow in a collaborative fast-paced team environment.

**JOB DETAILS**

- Reports directly to the Manager of Program Operations
- The position is based IPC's Hartford, CT office, with the option to be remote or hybrid
- Competitive compensation package commensurate with experience and skills
- Benefits include generous paid holidays and time off policies; health insurance covering medical, dental and vision; 401K with employer match; and tuition reimbursement

**EQUAL OPPORTUNITY**

IPC is an equal employment opportunity employer. We are strongly committed to fostering a diverse, welcoming, and inclusive work environment. IPC provides equal employment opportunity to all applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity or expression, marital status, national origin, ancestry, age, present or past history of mental disability, intellectual disability, learning disability, physical disability, including but not limited to blindness, status as a veteran, or any other characteristic protected by applicable federal, state, or local laws.

IPC complies with the Americans with Disabilities Act and corresponding state or local law. If you believe you need an accommodation in order to participate in the application process, please contact [careers@inclusiveteam.org](mailto:careers@inclusiveteam.org).

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Women, people of color, individuals with disabilities, and veterans are encouraged to apply.

### **APPLICATION PROCEDURE**

To apply for this opportunity, please email your resume and cover letter to [careers@inclusiveteam.org](mailto:careers@inclusiveteam.org) with “Associate, Program Operations” in the subject line.