



Employment Opportunity

Energize Program Navigator (Term- 2.5 year)

ABOUT ENERGIZE BRIDGEWATER

Over the past decade, the Town of Bridgewater, Nova Scotia, has emerged as an international leader in sustainability and energy transition planning and programming. Winner of a GLOBE award in 2018 as well as the national Smart Cities Challenge in 2019, the community's Energize Bridgewater program has been recognized for its approach to innovation in a municipal setting.

Through this program, the Town is moving toward a transition to a clean, energy efficient economy within 30 years, while simultaneously lifting its residents out of energy poverty, a condition that affects nearly 40% of the population. With funding in place until the end of 2025, Bridgewater is expanding its sustainability team by seeking highly motivated professionals who want to be at the forefront of climate, energy, and social innovation in Canada.

The Town of Bridgewater is committed to offering equal employment opportunities based on qualifications and performance, and free from discrimination because of age, race or ethnic origin, religion, sex, sexual orientation, disability, family status, gender identity, or other protected characteristics, in accordance with the Nova Scotia Human Rights Code. At the Town of Bridgewater, we strive to make our recruitment, assessment, and selection processes as accessible as possible and provide accommodations as required for applicants with disabilities. If you require any accommodations at any point during the application and hiring process, please contact [Human Resources](#)

ABOUT THE ROLE

Under the supervision of the Senior Policy and Program Planner, this position performs entry-level professional work focused on client services for the Energize Bridgewater Program. The incumbent provides the Energize Navigation Service, responding to general enquiries and providing first-point-of-contact customer service for the Program, as well as ongoing client service functions that support and enhance the core outcomes of the Program: reducing and stabilizing energy costs for Bridgewater residents and property owners, and reducing greenhouse gas emissions.

In the performance of their duties, the Energize Program Navigator works closely with a collaborative team of specialists consisting of other project staff as well as external service providers to navigate and educate participants on program opportunities including but not limited to the Home Upgrades, Clean Energy Financing, Affordable Multi-Family Housing, and Coordinated Access programs, as well as the Energy Management Information System (EMIS).

Services provided by the Energize Program Navigator include (1) on-boarding, (2) problem solving, (3) continuous energy management support, (4) participant feedback and evaluation, (5) common data management, and (6) off-boarding. Service provision values relationship-building, accessibility, and trauma-informed approaches for participants, supporting their ability to have high quality and impactful

experiences in the Energize Bridgewater programs, thereby increasing their energy and financial comfort and security.

ABOUT YOU

You love to help-- identifying needs and connecting with the right resources brings you joy. You are empathetic, a great listener, and patience could be your middle name. You are people-focused, and not intimidated by complex information, policies, procedures, and systems. You are able to build and sustain supportive working relationships, trust, and rapport with others.

OTHER KEY QUALIFICATIONS

Education:

A post-secondary school diploma/degree in business and/or office administration, communications, environmental / building science, human services / social work, or related field of study is preferred.

Experience:

- Two years' demonstrated experience offering customer service.
- Experience in any of the following considered an asset:
 - Community services sector and/or poverty alleviation
 - Trauma-informed service delivery
 - Customer information management
 - Customer education and advocacy
 - Energy efficiency and/or renewable energy projects
 - Smart cities initiatives
 - Public sector

Skills:

- Excellent customer services skills.
- Comfortable interacting with members of the public on a daily basis and handling enquiries and communications in a professional and competent manner.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times;
- Exceptional verbal and written skills.

Visit www.bridgewater.ca to view the full job description for this position.

TERMS OF EMPLOYMENT

- 2.5-year term position (approximate)
- Salary: \$54,034 - \$69,794, commensurate with qualifications and experience.
- Full-time (35 hours per week). Must be available to work on weekends and evenings on occasion.

SUBMISSION DETAILS

Interested individuals should forward a resume and cover letter in confidence to:

Ashley Chase, Human Resources Officer

employment@mjsb.ca

Competition# TOB EBPRONAV_2023**Deadline to apply: Applications will be accepted until May 9, 2023**

While we thank you for your interest, only those candidates selected for interview will be contacted.