

ASSOCIATE, EDUCATION OUTREACH & DELIVERY

Urban Green's Education programs educate and empower the building community to integrate sustainability in their work. Urban Green is looking for an Education Associate to manage the outreach and delivery of our flagship programs, *Crushing the Energy Code* and *GPRO: Green Professional Building Skills Training*. These courses teach architects, engineers, construction workers and building operators the essential green building practices to ensure that their buildings are healthy, efficient and high-performing.

Reporting to the Associate Manager of Education Outreach & Delivery, the Associate will manage a large network of partner organizations working to offer Urban Green's course offerings. This entry-level position is an exciting opportunity for someone who wants to play a pivotal role in expanding the capacity of sustainability training in the real estate and construction industries.

Though Urban Green Council is a hybrid workplace, the Associate must live in the greater NYC area and be able to attend regular in person meetings in Manhattan. All Urban Green staff are required to be fully vaccinated and boosted against Covid-19.

The person who will best succeed in this role:

- **Is a systems thinker** who is able to hit the ground running, learn new systems quickly and is always looking for new ways to innovate and improve internal operations. This person enjoys making processes more efficient and implementing those changes.
- **Values building industry relationships** and enjoys partnering with people across the building sector.
- **Enjoys working in a customer service capacity** whether it is answering student questions, helping people register for a course, or teaching a new instructor how to use our online instructor portal. They are happy to speak with our community and help solve problems.
- **Likes to be the public face of an organization** or program and has an interest in representing Urban Green at industry events to a wide variety of audiences. This includes at partner trainings, trade shows, or at Urban Green meetings and programs.

A few other qualities we're looking for include:

- **Organization.** This person is skilled at handling details on multiple work streams and is able to keep track of educational offerings, pricing structure, and partners.
- **Understanding of the green building community in NYC** and around the country and a belief that training plays a key role in fighting climate change.
- **Marketing skills.** This person can think creatively to collaborate on developing new and improved strategies for marketing and outreach. They can create and execute effective day-to-day outreach materials such as emails and one-sheets, and also effectively work with our Communications Team on more complex marketing projects. They can think out of the box to create new course promotions and expand our audience.
- **Enjoys taking initiative** and is interested in managing all aspects of a project, including leading new projects.

KEY RESPONSIBILITIES

Relationship Management:

- Providing customer service support to students and clients registering for courses
- Serving as the point of contact for students, partners, and instructors.
- Assisting in onboarding new partners and instructors to build effective long-term relationships, ensure that roles and responsibilities are clear

Outreach and Marketing:

- Executing marketing strategies such as managing email campaigns, social media accounts, and website content including blogs. Work with the Communications team on effective outreach materials including emails, one-sheets, web pages and social media.

Course Delivery:

- Managing course delivery for all Urban Green student and instructor trainings, including: securing venue, scheduling instructors, shipping materials, managing rosters, sending exam results, processing evaluations, and issuing certificates and CEUs.
- Supporting quality control across all courses, including course and exam updates, instructor training, instructor evaluation, and student feedback.
- Supporting the implementation of our new Learning Management System.
- Organizing and maintaining data systems, including data entry, reconciliation and reporting.
- Managing the GPRO Store and ensuring products get delivered on time.
- Helping create and compile monthly and quarterly Education reporting for staff, funders, and the Board of Directors to track progress against goals.

Benefits and Compensation: The salary for this position is \$48,000. Benefits include:

- 100% employee coverage for medical and dental
- 401k with 4% employer match
- 100% employee coverage for Life, Short Term and Long Term disability insurance
- 15 vacation days in the first year, 8 paid holidays, and 2 personal days
- Office closure between Christmas and New Years
- Early closure on Fridays year round, Full Friday closure in July & August

HOW TO APPLY

If you are interested in this position, please fill out this [application form](#). After submitting your application, you can expect to hear from our hiring team regarding their decision within a few weeks. You may reach out to jobs@urbangreencouncil.org with any questions, but applications received by email will not be reviewed.

Diversity, Equity and Inclusion Statement

We believe the path to decarbonizing buildings and creating healthy and resilient communities includes a diverse team of people with different backgrounds, experiences, and perspectives. At Urban Green Council we are committed to championing diversity, equity and inclusion across all areas of our organization, including our recruitment and hiring practices. We encourage you to apply if you are excited about this position and can see yourself in this role, even if your experience doesn't align perfectly with every qualification listed.

Urban Green Council is proud to be an equal opportunity employer and does not discriminate based on race, religion, color, national origin, sex, sexual orientation, gender identity, age, veteran status, disability status, or any other applicable characteristics protected by law.

If you need a reasonable accommodation during the application or interview process, please email jobs@urbangreencouncil.org.

Urban Green's Organizational Values

- **Excellence:** We strive for innovative high-quality programs and ideas.
- **Inclusion:** The diverse voices and backgrounds of our employees, board of directors, members, and partners make us stronger.
- **Collaboration:** We believe consensus delivers better solutions and teamwork is essential to our success.
- **Engagement:** We promote a culture of performance, participation, and curiosity.