

## ASSOCIATE, EDUCATION

Urban Green Council's trainings educate and empower the building community to integrate sustainability into work in New York City and across North America. Urban Green is seeking an Education Associate to manage the Outreach and Delivery of our training offerings including, *Crushing the Energy Code*, **Green Professional (GPRO)**, a growing on-demand education platform, and more. We train building and construction professionals on the latest developments and best practices for designing, building and maintaining sustainable buildings.

Reporting to the Manager of Education, the Associate will help coordinate and advertise Urban Green's in-person/virtual live, instructor-led classes and on-demand courses. 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 construction and building 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 against Covid-19.*

### The person who will best succeed in this role:

- **Is detail-oriented** and is able to complete all projects by required deadlines.
- **Is a systems thinker** who can learn new systems quickly and looks for new ways to innovate and improve internal operations.
- **Thrives working in a customer service role**, showing a natural inclination to assist and support others, making it easier for students, partners, and instructors to succeed.
- **Enjoys collaborating with people** internally and across the sustainable building sector.
- **Has an interest in representing Urban Green at industry events**, including partner trainings, trade shows, or at Urban Green meetings and programs.

### A few other qualities we're looking for include:

- **Organization skills.** This person is skilled at handling details on multiple work streams and is able to keep track of various educational offerings, pricing structure, and partners.
- **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.
- **Project management skills.** This person takes initiative and is interested in managing and leading projects from start to finish.

## KEY RESPONSIBILITIES

### Customer Service:

- Provide excellent customer service to students and clients registering for courses.
- Serve as the primary contact for students, partners, and instructors.
- Assist in onboarding new partners and instructors to build effective long-term relationships.

**Outreach and Marketing:**

- Execute marketing strategies, managing email campaigns, social media content and website content.
- Work with the Communications team to develop and distribute effective outreach materials including emails, one-sheets, web pages and social media.

**Course Delivery:**

- Manage course logistics, including securing venues, scheduling instructors, shipping materials, managing rosters, sending exam results, processing evaluations, and issuing certificates and credits.
- Support quality control across all courses, including course and exam updates, instructor training, evaluation, and student feedback.
- Support maintenance of our Learning Management System and organize data systems, including data entry, reconciliation and reporting.

**Benefits and Compensation:** The salary for this position is \$50,000. 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 during Summer

**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](mailto: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](mailto: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.