Job Description
Reserve Administrator

Primary Responsibilities

The Reserve Administrator is responsible for providing technical support to account holders and handling software administration. The position is also responsible for administrative tasks such as contact management and file maintenance.

More specifically, the Reserve Administrator duties include the following tasks below. These duties should be seen as a starting point and may evolve over time based on interests and experience.

ACCOUNT HOLDER SERVICES (75%)

1. Approve new accounts.
2. Account holder support, responding to emails and phone calls for general programmatic topics, technical support, software and account issues.
3. Schedule meetings for the review of project submittals, variances, and verification reports.
4. Liaise with the Submittal and Verification Review teams to update project status and phases in software – submittals, listing, registration, cancellation and inactivation.
5. Prepare weekly reports of Reserve data.
6. Prepare and send out account holder communications, as needed.
7. Assess account holder satisfaction with software performance.
8. Manage and maintain contact database and Reserve file management - download and archive project related documentation; update account holder contact information; work to improve and maintain upkeep of reporting functionality.
9. Fulfill any other administrative tasks for the Program team as necessary.

MANAGE MAINTENANCE AND PERFORMANCE OF RESERVE SOFTWARE (25%)

1. Assist with the testing of software updates or changes, in partnership with software partner team.
2. Track user feedback, maintain and assess development priorities, coordinate development and trouble-shooting schedules, document partner responsiveness on bug fixes.
3. Assure that security and hardware operate at optimal performance, consistent with best practices.
4. Manage internal and external access and security, in coordination with Operations Director, including creating new accounts and supporting ongoing access to the software.

Desired Competencies

1. Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight.
2. Is committed to providing excellent service by showing an interest in and responding timely to our customers' needs. Can describe our customers' expectations.

3. Uses sound methods to plan and track work, appointments, and commitments. Prioritizes tasks by importance and deadline, able to take prompt action to accomplish objectives.
4. Discerns what is crucial from what is just urgent; adjusts priorities as situations change. Meets and exceeds deadlines.
5. Diligently attends to details and pursues quality in accomplishing tasks.
6. Ability to use good judgment and make sound decisions. Diplomatically and tactfully handles challenging or tense interpersonal situations.   Able to handle confidential information.

Requirements
1. Baccalaureate degree, preferably in Environmental Science, Environmental Economics, or related
2. Demonstrated project and software management experience required.
3. Interest in working with GHG/climate change, corporate environmental management, and/or non-profit industries.
4. Demonstrated exceptional written and oral communication skills
5. Strong experience with Microsoft Office applications (Word, Excel, PowerPoint, etc.) and databases
6. U.S. citizenship or legal right to work in the U.S.

Compensation
Salary commensurate with experience. Position includes a competitive benefits package.

Application Process
The position is available immediately. Interested candidates must submit the following information to the Search Committee:

- Cover letter
- Resume
- Writing sample (maximum of 5 pages)

The deadline to apply is 5:00 p.m. Friday, December 14, 2012. Incomplete applications will not be considered. Applications should be emailed to the following address with the header "Reserve Administrator Candidate":

EMAIL: jobs@climateactionreserve.org

The Climate Action Reserve is an equal opportunity employer.