

## **Associate, LEED Technical Customer Service**

The [Green Building Certification Institute](#), based in Washington, D.C., continues to assemble a dynamic, integrated team of green building specialists to provide technical expertise on LEED and the GBCI certification process to current and potential project teams and stakeholders. The **LEED Technical Customer Service Associate** is a junior to mid-level position (depending on experience level of selected candidate as described in experience requirements below) that serves as a technical subject matter expert for all USGBC and GBCI published guidance related to LEED certification, and draws on cross-cutting knowledge of, and direct experience with, the suite of LEED Rating Systems and the real estate industry to serve as a resource and problem-solver for technical issues. Reporting directly to the Director of Technical Customer Service, the position is focused on improving customer service through direct customer engagement. *The position may be performed in Washington, D.C. or remotely.*

### **Primary Responsibilities Include**

- Use excellent communication skills to provide clear, concise, and consistent written response to both abstract technical questions and project-specific customer inquiries
- Use CRM system (Salesforce) to manage and respond to customer inquiries
- Participate as an integral member of the Technical Customer Service team and Certification Department, providing specific and general feedback and suggestions for continuous improvement
- As needed, collaborate with senior technical staff, management, consultants, and project teams to evaluate project documentation, review technical documents, and prepare reports and correspondence

### **Additional Responsibilities**

- Proactively propose solutions for customer pain-points
- Liaise between USGBC/GBCI staff and/or departments on customer service issues
- Handle unique project customer issues
- As needed, train new staff
- Maintain currency of expertise by staying abreast of new and developing industry issues and trends
- Other duties as assigned

### **Education and Training Requirements/Preferences**

- Bachelor's degree (Master's degree preferred) in a field of study related to one or more of the following specialties:
  - Architecture (architecture, landscape architecture, construction management)
  - Engineering (mechanical, civil, structural)
  - Building Operations (facility management, property management)
- Professional license or accreditation (if applicable)
- Status as LEED Accredited Professional

### **Experience Requirements**

- Minimum 1.5, 3, or 5 years direct professional experience (depending on level) in the building industry
- Ability to read, understand and interpret building floor plans, sections, site plans, construction specifications, mechanical schedules and operational policies

### **Other Required Skills/Qualifications**

- Familiarity with high performance green building design and construction
- Familiarity with LEED, application of LEED, and the LEED certification process
- Integral knowledge of the customer experience, relative to LEED
- Excellent written and verbal communication skills
- Previous customer service experience preferred
- Self-starter, detail-oriented, able to prioritize
- Passion for and commitment to GBCI's mission

### **Application Instructions**

Compensation includes an excellent benefits package, including 100% employer-paid premiums on healthcare and employer-matching 401(k) program. Please submit resume and letter of interest, with salary requirements and title of position applying for, via email to [jobs@usgbc.org](mailto:jobs@usgbc.org) or fax to 202-478-5046, attn: Human Resources. Please indicate where you saw the posting for this opportunity. No phone calls please.