



---

<b>Job Title</b>	Sustainability Help Center Intern
<b>PVN ID</b>	VA-2212-005312
<b>Category</b>	Instruction and Social Service
<b>Location</b>	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
<b>Department</b>	CUNY Building Performance Lab
<b>Status</b>	Part Time
<b>Hourly Rate</b>	\$16.00-\$18.00
<b>Hour(s) a Week</b>	12.00-35.00
<b>Closing Date</b>	Feb 28, 2023 (Or Until Filled)

## General Description

---

The CUNY Building Performance Lab (BPL) is looking for student interns to augment the staff at the NYC Sustainability Help Center (the Help Center), a collaborative project between BPL and the NYC Department of Buildings.

The Help Center provides phone and email guidance, support and assistance to building owners, property managers and energy professionals for inquiries relating to various NYC sustainability laws, assistance with specific compliance steps, and information on how to make buildings more energy efficient.

To apply, please upload your resume and a schedule of your availability to the RF CUNY Careers page. If you have any questions, please contact **James Henderson** ([Jim@NYCsustainability.org](mailto:Jim@NYCsustainability.org)). Please include blocks of time that you would be available to work during the spring semester that are 4 hours or longer and between the hours of 9 am and 5 pm from Monday to Friday. Summer hours will be up to 35 hours per week (9 am - 5 pm).

## Other Duties

---

### Internship Description, Requirements and Duties

A core function of the internship involves the handling of phone and email requests received by the Help Center.

Interns receive extensive training on several NYC sustainability laws including the Climate Mobilization Act and the Greener, Greater, Buildings Plan. Interns will also receive training to provide technical support and troubleshooting for building owners using Energy Star Portfolio Manager, various NYC research tools and databases, and related utility company web portals.

We welcome **currently enrolled** CUNY graduate and undergraduate students (all majors) with a strong interest in environmental sustainability issues.

Specific responsibilities will include:

- Developing a comprehensive understanding of NYC energy-related laws and regulations (LL33, LL84, LL87 and LL97 and related laws)
- Mastering and navigating the Energy Star Portfolio Manager web-based tool
- Responding to questions from building owners, property managers and energy consultants (email and phone) relating to Portfolio Manager, NYC energy-related laws and utility company portals
- Providing referrals to information sources (i.e. NYC agencies and programs) to assist building owners in complying with NYC energy law requirements
- Performing research on special-case type of questions and following up with building owners on particular trouble spots
- Updating the Help Center database to track building profiles, caller information and the inquiries received
- Analyzing the Help Center database for tracking and reporting purposes
- Contributing to outreach efforts for online training sessions
- Assist in expanding the Help Center's online presence through social media marketing, website updates via Wordpress, newsletter production (using Constant Contact) and creating event listings in our ticketing platform
- Other duties as needed to keep the Help Center functioning efficiently and effectively

## Qualifications

---

Interns are expected to have:

- A passion for environmental sustainability
- Effective writing and telephone skills
- Proficiency with Gmail, Google Sheets, PowerPoint/Google Slides, and Excel/Google Sheets.
- Strong analytical skills and ability to interpret patterns in inquiries received

Interns will be required to work a minimum of 12 hours per week and will have the opportunity to work up to 19 hours per week during school semesters and up to 35 hours per week during winter breaks and summer months. All work hours are Monday - Friday between 9 am and 5 pm.

Interns work remotely and at the Help Center's offices at The City College of the City University of New York (CCNY).