Community Power Navigator - Fayette County

ABOUT THE POSITION

This is an exciting opportunity for an organized, community-centered professional who is passionate about clean energy, customer experience, operational excellence, and social impact. As a member of Groundswell's Community Engagement team, the Community Power Navigator will support the day-to-day implementation of Groundswell's Save on Utilities Long Term (SOUL) project and the and the SOUL Customer Journey model across regional initiatives throughout the Southeast.

Reporting to the Director of Community Engagement and working closely with the Community Engagement, Construction, Deployment, and Operations teams, the Community Power Navigator will support the customer journey from enrollment through project completion. This role manages customer journey workflows, including data collection and management in Salesforce (Gratava), scheduling, reporting, customer communications, and project tracking.

The Community Power Navigator helps ensure a seamless, responsive, and positive customer experience by maintaining accurate records, coordinating project activities, following up with customers, and supporting resident engagement efforts. The role also identifies and communicates customer needs, workflow challenges, and opportunities to improve customer experience and project delivery process.

The ideal candidate is highly organized, collaborative, detail-oriented, and comfortable in a customer-facing role. They should have strong communication skills, a customer-centered mindset, and an interest in supporting community-based clean energy initiatives in a fast-paced, mission-driven environment. This position provides an opportunity to develop skills in community engagement, customer experience, project coordination, and clean energy program implementation.

Groundswell is a values-driven social enterprise committed to a culture of belonging, and we invite you to review our strategic plan and values as you apply.

KEY RESPONSIBILITIES

Community Engagement:

- Conduct in-person client engagement to support enrollment in program, providing education and care in alignment with Groundswell's mission and values.
- Communicate residential health and safety repairs and energy efficiency program offerings and help clients navigate the application process and required program documents (online, on the phone, and/or in person).
- Maintain client communication to support participation and project completion.

- Build and maintain relationships with local stakeholders (e.g., Fayette County, Georgia Power, and community leaders such as pastors)
- Deliver Net Promoter Score (NPS) survey after completion of repairs and energy efficiency upgrades.
    - On-site support for local Fayette County engagement events.

Project Coordination:

- Independently monitor project progress, identify risks and barriers to timely completion, and determine appropriate corrective actions in coordination with contractors, customers, and internal stakeholders. Escalate significant issues and recommend solutions when issues require additional involvement or decisions.
- Coordinate scheduling with contractors and customers to ensure home assessments, inspections, repairs and upgrades are performed in a timely manner.
- Coordinate with or follow up on program Quality Assurance activities such as field inspections and client surveys, as appropriate.
- Serve as a point of contact between client and service providers.

Data Management and Application Processing:

- Collect and maintain required documentation to support program compliance through Groundswell's data platform.
- Input all client and project-related data into designated systems. Track client progress and project status through agreed systems and provide updates and reports to Groundswell, summarizing performance against deliverables.

OTHER DUTIES

This position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required. Duties, obligations, and activities may change at any time with or without notice.

COMPETENCIES OR SPECIALIZED KNOWLEDGE

- Experience with outreach and engagement, which could include sales, account management, marketing, and project management.
- Familiarity with CRM systems (e.g. Salesforce)
- Strong computer skills including email, word processing, spreadsheets, and web-based applications.
- Excellent project management and communication skills.

- Ability to work independently and collaboratively within a team environment.

SUPERVISORY RESPONSIBILITY
N/A

WORK ENVIRONMENT

This position is based in Georgia and is expected to work in-office four days per month in alignment with Groundswell's hybrid/remote work plan.

POSITION TYPE AND EXPECTED HOURS

This is a full-time, non-exempt 40-hour-a-week position with a flexible schedule. While Groundswell's traditional office hours are Monday through Friday, 9:00 am to 5:00 pm, and core hours are from 9:30 a.m. to 4:30 p.m., this position requires flexibility to work evenings and weekends as needed to support community engagement, customer needs, project activities and or other related events. Work schedules will be coordinated with the employee's supervisor based on program and project needs.

TRAVEL

This position requires 50-70% local travel throughout Fayette County, Georgia, primarily to residential properties and community locations. Travel will support customer engagement activities, implementation coordination, trust sessions, community meetings, outreach events, contractor coordination, and project support activities. Occasional travel outside Fayette County may also be required.

REQUIRED EDUCATION AND EXPERIENCE

- High School Diploma/ GED
- 1-2 years of experience in community engagement, customer support, program implementation, or related fields
- Experience utilizing Salesforce or similar CRM and data management systems
- Demonstrated ability to manage multiple projects, priorities, and deadlines simultaneously
- Strong communication, organizational, relationship management, and problem-solving skills
- Experience supporting program implementation, reporting, grant-funded initiatives, or operational performance tracking preferred
- Experience working with diverse communities and customer populations preferred
- Familiarity with clean energy, resilience, housing, community development, or related social impact programs preferred

SUPERVISION

The Community Power Navigator will report to Groundswell's Director of Community Engagement.

COMPENSATION

This is a contract-funded position and is supported for a three-year period with a salary range of $60,000-$70,000. This position follows a project-funded compensation structure rather than Groundswell's standard pay band structure.

TERM OF POSITION

This is a full-time, limited-term position supporting with a three-year duration aligned with the current project funding period of August 2026 through August 2029. The position is established to support the organization's work under this specific project. Continuation of the position beyond the three-year term is not guaranteed and will be dependent upon organizational needs, available funding, and or additional funding secured for the work.

BENEFITS

- Groundswell pays 100% of the monthly premium for health, dental, vision, and long-term disability for full-time employees in accordance with Groundswell's policy. Groundswell also covers 50% of spouses and dependents covered under the Groundswell healthcare, vision, and dental plan.
- Matching 401 (k) plan contribution by Groundswell up to 4% for employees who choose to contribute to Groundswell's 401 (k) plan, with immediate vesting.
- Monthly Development Days to focus on professional development opportunities
- $45 per month to reimburse cellular phone use for business purposes.
- $75 per month to reimburse home internet access for business purposes.
- Fifteen (15) paid vacation days per year; eight (8) sick days; and two (2) personal days. Vacation and sick leave accrue at the start of your employment, restart each year on January 1, and increase with tenure. Personal days begin after six months of employment.
- Groundswell also takes nine (9) paid federal holidays and a holiday break from December 24th to January 1st (inclusive).
- Short-Term Disability Insurance, Long-Term Disability Insurance, and Voluntary Life available.
- Pre-tax benefits such as Smart Benefits, Flexible spending accounts, and Dependent care are also available.

For more information about the organization's benefits and other personnel policies, Groundswell will provide a new hire orientation within the first week of employment.

HOW TO APPLY

Candidates must submit a resume and cover letter to hiring@groundswell.org detailing their qualifications and interest to be considered for this position. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

Groundswell is an equal-opportunity employer that is deeply committed to the principles of equity, diversity, and inclusiveness and seeks to create a pluralistic community for all.

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