Volunteer: Water Quality Testing Client Services

CAMINOS DE AGUA
SAN MIGUEL DE ALLENDE, GTO
WWW.CAMINOSDEAGUA.ORG

Description

Position:  Water Quality Testing Client Services Volunteer
Type:  Half time (20 hours/week)
Reports to:  Water Quality Coordinator
Location:  San Miguel de Allende, Gto., Mexico with some remote working possible
Start date:  As soon as possible

About the organization

The Alto Río Laja Watershed in Central Mexico, where Caminos de Agua works, is facing unprecedented water challenges. Unsustainable over-extraction of our aquifer is causing the water table to drop 2-3m per year. This concentrates naturally-occurring minerals in community water supplies to harmful levels. Today, wells are going dry and the water that remains often contains toxic levels of arsenic and fluoride, which are known to cause dental and crippling skeletal fluorosis, developmental disabilities, organ failure, and cancer.

Our mission is to make open-source water solutions accessible to communities at-risk in the watershed and leverage those solutions for others confronting similar challenges throughout the world. We work in partnership with local communities, leading research institutions, and other diverse actors to innovate and implement water solutions that create adequate access to safe and healthy drinking water supplies.

Our Research and Technical Development Team conducts rigorous science and engineering to create technology including rainwater harvesting systems and filters capable of removing
the arsenic and fluoride. These technologies support the organizing processes of local community-based organizations and have potentially global applications.

Caminos de Agua is a registered 501(c)(3) nonprofit in the U.S. and a Mexican Asociación Civil (A.C.).

Position overview

Caminos de Agua offers a range of water testing services to local communities, other organizations, and private clients. Interested parties typically contact the organization through a dedicated lab email account. This position is responsible for managing emails arriving in that account.

Roles and responsibilities

- Replying to easy-to-answer emails with relevant information;
- Forwarding more specific emails to the appropriate person on the Caminos de Agua staff;
- Maintaining the email account clean and organized (using labels, folders, etc.);
- Liaising with Caminos de Agua staff to resolve specific client inquiries;
- Keeping up to date with Caminos de Agua’s client-relevant water quality information;
- Future potential to expand to managing phone/Whatsapp inquiries.

Qualifications

Required criteria

- At least full professional proficiency (ILR level 4) in both English and Spanish;
- Basic knowledge of scientific concepts;
- Patient, friendly, polite;
- Facility with Gmail;
- Experience working in a team (e.g. forwarding emails to colleagues, following up, etc.);
- Strong organizational skills (keeping track of client inquiries, client relationship management, etc.);
- Willingness to constantly self-critique and improve based on constructive feedback;
• Proficiency with standard business software and general computer literacy;
• Dedication to creating water solutions that promote social justice!

Additional preferred criteria

• Facility with Whatsapp;
• Knowledge of water filtration systems;
• Knowledge of regional water issues (contamination, scarcity, solutions, etc.)

To apply

Send a cover letter and resume to Allie Reiling at alexandra@caminosdeagua.org.

Caminos de Agua is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law in Mexico or the United States.