Despite the distance, connection is still at the core of everything we do.

Arcadia has made the decision to operate as a 100% remote workforce for the time being to preserve the health and safety of our employees and larger community. But we are still growing – and have digitized our hiring process to accommodate our new, yet temporary, normal. That doesn’t mean we can’t give you a close look at life at Arcadia!

We know that job-searching can be challenging, even in the best of times, and that pursuing a new career opportunity is already a big decision without the additional uncertainty the coronavirus brings. We’re here to support you every step of the way as you consider applying for or joining our team during these ever-changing times.

Consumers need an energy advocate — and better energy — now more than ever
Energy remains a necessity of human life, especially at this time. In the weeks ahead, many will be staying home, adjusting to new routines, and faced with financial uncertainty. As a result, America’s energy bills will likely go up. While the renewable energy market may face some short-term disruption, the need for simple, digital energy solutions will continue to grow.

We are fortunate to have a product that reduces some of the anxieties and risks that people are facing, and are more committed than ever to delivering better energy. If you share our passion for changing the future of energy, we encourage you to apply to one of our job openings at such a critical moment!
A 100% virtual hiring experience that’s still 100% human

At Arcadia, we understand that while we’re interviewing you, you’re interviewing us! A hiring process without any office visits or handshakes — remember those? — could feel impersonal or incomplete. Our goal is to enable you to get an accurate picture of what it’s like to be an Arcadian so that when we return to headquarters, it feels as though you already know your teammates, where Zion is (our conference rooms are named after national parks), and how to snag your order from our Sweetgreen outpost.

We also want to help you represent your best self through the screen. We know that virtual interviewing poses unique challenges, and may be completely unfamiliar to some. At the bottom of this guide, you’ll find a document that we put together, sharing best practices to help you get comfortable and refocus on your conversations — not technical difficulties.

We’re all navigating uncharted territory and constant change together. We anticipate that you may need to reschedule an interview or request an extension on an exercise in order to attend to your health or a dependent in your care. If that’s the case, simply reach out to your Talent Acquisition Specialist, and we’ll happily accommodate.
How to get the interview — and then ace it

A declining economy could mean increased competition for the jobs that interest you. Now more than ever is the time to craft a “powerful” application and put your best foot forward in interviews. Here are some ways you can make power moves:

• **Let your cover letter tell us your “why.”**
  Tackling one of the world’s biggest challenges — climate change — requires diverse perspectives, so we’re building a team of individuals from all different backgrounds. But your resume alone may not convey your enthusiasm for building a 100% clean energy future. Take advantage of the current circumstances to, perhaps, invest your former commute time in a cover letter that tells us why you’re passionate about our mission and what you’d uniquely bring to our organization. What we’re saying is: we read your cover letters.

• **Show us your sustainability!**
  Have you been working on your rain garden? Do you have an impressive at-home compost setup? Virtual interviews are a great way to give us a subtle inside look at how you’re contributing to the greener good.

• **The best way to get to know Arcadia? Sign up!**
  Spoiler alert: you will get asked at some point in your interview process whether you’re an Arcadia member. You will probably be asked for your opinion on our products. If you’re not already a member, you can join — and save $25 on your next power bill — by connecting your utility account to access clean energy using this link: https://www.arcadia.com/stillconnected.

Our office space

We can’t wait to be together again! While Arcadians are making the most of our current circumstances and home workspaces, we want to share what our stunning office in DC looks like. Picture yourself in these photos.

Some perks of working in our office:

- Prime downtown location
- Open floor plan to foster collaboration
- Three terraces for enjoying fresh air and sunshine while you work
- Fully stocked kitchen with healthy snacks, cold brew, and kombucha
- Commercial composting system
- Wellness and new parent rooms
- On-site fitness center
- Secure bike storage
Building together while physically apart

One of our values is “build together,” and our supportive, collaborative, inclusive company culture has been on full display throughout this transition. Arcadians are organizing virtual lunches and, in our many social Slack channels, sharing everything (but germs!) from photos of their furry coworkers, to what’s on their reading list.

Our culture is also one of trust. Employees have quickly adapted how, what, and when we communicate so that we can still “build with urgency” while alleviating some of the pressures on team members now juggling remote work with unusually busy homes.

At the leadership level, supporting employees’ physical & mental wellbeing has always been and remains a top priority. We immediately updated our PTO policy in response to the coronavirus and its impact, and have continued to send and monitor weekly employee engagement surveys to keep a pulse on morale.

We hope that you’re excited about the opportunity to become an Arcadian and we look forward to making new connections.

Be sure to follow #LifeAtArcadia on Facebook, Twitter, LinkedIn, and Instagram to see how employees continue to live our company values and stay connected in the coming weeks.
Questions?
For any additional questions, please reach out to careers@arcadia.com

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How to be camera-ready for an Interview

We know that virtual interviewing poses unique challenges, and may be completely unfamiliar to some. Arcadia has put together this guide sharing remote interviewing best practices to help you get comfortable and refocus on your conversations — not technical difficulties.

What to expect from us

All of your interviews will be conducted over video until the Arcadia office reopens. Please let your Talent Acquisition (TA) Specialist know if you do not have access to a webcam at this time. Arcadia uses Zoom, a video conferencing tool that’s easy to download. Keep an eye out for an interview confirmation from your TA Specialist containing the following:

How to dial into the interview

All dial-in information will be provided in a calendar invitation along with whom you’ll be meeting. You will need to complete the following steps:

- The calendar invitation will contain a link as well as a phone number for phone dial-in. Please click the link and you will be taken into the meeting.
- For dial-in information, call into the toll-free number also listed in the meeting invitation.*Only use this in the event that your computer audio is not working. You can continue to use your webcam while using your phone for audio.

If you are interviewing with multiple Arcadians

If you are meeting with multiple Arcadians back-to-back, you will receive one meeting invitation. The interviewers will dial in and out of the video conference and you will remain on the line throughout the entirety of the interview.

If you have a series of calls

Your TA Specialist will send you separate calendar invitations for interviews not occurring back-to-back. Please note that meeting IDs and links will be different for each time slot. Please follow the above dial-in instructions for each scheduled interview.

Pro Tip: To have a smoother experience, perform any setup required to download the Zoom app, and be in the Zoom meeting for your interview, ready to go, five minutes before your scheduled interview time. This will help minimize technical glitches.

Environment

To the best of your ability under the current circumstances, ensure that you are in a quiet place where you will not be distracted or disturbed. If dependents or pets will be in your sole care during your interview, we strongly encourage you to consider rescheduling by reaching out to your TA Specialist.
Video tips to best prepare

#1 Get the proper lighting in place
Too much or too little light can make it difficult to see you. Sitting with your back to a window or bright light source can negatively impact the quality of the video by giving you a harsh silhouette effect. Whenever possible, sit facing the window or light source to ensure your face is clearly visible.

#2 Use a Non-Distracting Background
Your interviewer will see whatever is behind you, so it’s important to conduct the interview in a clean and professional environment – as much as your circumstances will allow – to minimize distractions. A neutral area or private office with a solid wall or simple background is ideal.

#3 Consider Camera Position and Attire
Because this is a face-to-face interview, it’s important for the interviewer to clearly see your entire face, and for you to see theirs. Whenever possible, position the camera at eye level and close enough to you that your face and upper torso fill up the center part of the screen. If using a laptop, you may want to stack it on a box or some books to achieve this.

It’s also important to pay attention to where you’re looking throughout your conversation. Look directly into the camera as often as possible, especially when you’re speaking. This will help give your interviewer the sense that you’re engaged in the discussion, and not distracted by your own appearance or what’s happening on your screen.

Please wear attire similar to what you would when working or interviewing in an office. While there is no official dress code at Arcadia, we trend toward smart casual.

Zoom Setup
Ensure that you are only running the Zoom application or web browser and any apps, tabs, or documents (such as your resume) that you may need during your interview. This is especially important if sharing your screen, and to minimize the potential distraction of notifications on your computer. It also keeps the Zoom experience from degrading due to the load on your system.

Check that your network connection is adequate to run a Zoom session satisfactorily. A plugged-in ethernet cord or strong WiFi network signal will help avoid time delays in your conversation.

- AUDIO: As soon as you connect to Zoom, confirm that your audio is working. Select the up arrow next to the microphone icon that says Mute underneath; then click Test Speaker and Microphone. If needed for clarity or to eliminate background noise, use your wired or wireless telephone headphones to connect to your computer audio or to your phone.

- VIDEO: Confirm that your video is turned on and that it is working.

If internet connectivity lagging becomes an issue, you can pause video streaming in an attempt to resume the audio conversation.

Potential Considerations and Guidance
If any issues — network stability, background noise, distractions, or disturbances — occur on either side preventing you from demonstrating your knowledge and capabilities, we may suggest stopping the interview and arranging for it to be rescheduled under better conditions. We also want to know if you feel that conditions aren’t allowing you to perform your best in the interview. Our Talent Acquisition team will assist you in troubleshooting Zoom and/or rescheduling interviews.

Accommodations and EEO Statements
Arcadia is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, protected veteran status, or any status protected by applicable federal, state, or local law. We seek to be an inclusive community and actively encourage applications from candidates of all backgrounds and identities.

Should you need any additional accommodations for your interview, please contact careers@arcadia.com at least 24 hours prior to your interview and we will be happy to assist.