



Position Description

Job Title: Technical Relations Representative
Reports To: National Technical Director
FLSA Status: Exempt

Summary: Serve as a technical resource for BPI staff and outside the organization for BPI's client base and stakeholders. Assists in updating technical standards, manuals, and testing procedures. Performs QA jobsite evaluations when required and provides technical training as needed. Have the requisite knowledge base to proctor field-based and/or lab-based evaluations according to established procedures for BPI candidates. In addition, provides technical and procedural support for certification candidates, technical support for Gold Star Contractors (GSCs) and Test Center providers.

Essential Duties and Responsibilities include the following:

- Review GSCs data from completed projects as needed
- Conduct training on QA and mentoring as needed
- Proctor field and written exams of certification candidates as needed
- Conduct Inter-Rater Reliability video reviews and in-house video reviews on field exams
- Assist in resolving scoring inconsistencies, appeals or other complaints
- Conduct reviews and provide guidance on new proctor field exams
- Represent BPI at trade shows, conferences, meetings, and certification events throughout the United States as requested
- Assist in the preparation of technical manuals and materials Provide technical support for industry professionals
- Perform proctor orientations, refreshers and corrective actions as needed
- Other duties as assigned

Special / Additional Duty:

- Assist in the development and maintenance in of technical field guides and manuals
- Assist in the Ask an Expert and Visitor submissions from the bpi.org website
- Respond to internal staff questions supported by the BPI Standards, Policy, etc.
- Assist in maintaining and organizing the Ask an Expert library to streamline responses

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); and two to four years related Quality Assurance experience and/or training; or equivalent combination of education and experience. An Associate of Applied Science degree or equivalent is preferred. Candidates must have a thorough knowledge of all BPI published technical standards.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business

Technical Relation Representative

correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have working knowledge of Microsoft Word, Excel, Internet Explorer, Outlook, PowerPoint and Access.

Certificates and Licenses; Must have or obtain within 6 months of hire date the following BPI Certifications: Air Conditioning & Heat Pump Professional; Building Analyst Professional; Heating Professional; Envelope Professional; Manufactured Housing Professional; reach BPI Super Proctor status, HEP Energy Auditor; and Quality Control Inspector. Must maintain valid driver's license.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to work in high, precarious places; fumes or airborne particles; outdoor weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.

Travel:

This position requires national travel estimated at certain times of the year up to 25% of the time.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands and reach with hands and arms. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

Position Description Acknowledgment:

I acknowledge that I have received a copy of the position description. I will read the position description and ask questions if I need additional information regarding items covered in the position description.

Name (print)

Date

Signature