

Job Description



JOB TITLE:	Field Quality Control Associate	REPORTS TO:	Field Quality Control Manager
DEPARTMENT:	Contract Services	EEOC:	Technicians
FLSA:	Non-exempt/Hourly	WORK COMP CODE	8720 -
DATE ISSUED:	3/20/2017	JOB RESP LEVEL	Associate

Job Summary

The Field Quality Control (QC) Associate, under the direction of the Field QC Manager, is responsible for providing Field Quality Control inspection services in support of Build It Green's (BIG) administered program implementation home inspection and testing activities. This individual will work independently spending up to 80% of time in the field performing home site inspections on jobs performed for BIG administered Programs utilizing Building Performance Institute (BPI) or other similar program standards.

Responsibilities and Duties

- Conduct home quality control service inspections at residential locations, including conducting combustion appliance safety and diagnostic inspections on efficiency measures installed or implemented at the home.
- Interact and communicate with customers to explain the inspection process and objectives and the benefits of home energy efficiency solutions.
- Maintain high performance standards for timely scheduling and on-time arrival, positive client relations, and field quality control protocols.
- Work safely and responsibly to avoid injuries, property damage, loss of materials and equipment. Ensure strict compliance with health and safety standards as prescribed by BPI and OSHA, including drive to and from home residences to conduct inspections as scheduled and is expected to drive safely at all times.
- Perform computer-based data entry regarding field inspection results and activities.
- Provide technical support to contractors related to job installation and best practices.
- Be responsible for administrative activities related to field verification scheduling, tracking, and reporting.
- Coordinate with BIG program managers to ensure adherence to program standards, safety protocols, and best practices.
- Assist in trainings and workshops related to BIG administered programs.
- Assist in the ongoing refinement and enhancement of the QC standards, installation specifications, and QC delivery systems.
- Perform as a team member and work cross-functionally with other departments to ensure high quality results are delivered on time and within budget.
- Coordinate with subject matter experts, trainers, and outside vendors and sub-contractors to ensure services are delivered on time and within budget and organization methods.
- Work with IT personnel on the development and maintenance of IT systems to support QC performance.
- Other duties as assigned.

Finance and Administration

- Prepare, execute, monitor and report on project and task budget(s) and program activities in a timely, accurate manner.
- Assist in informing project, program or service documentation including but not limited to manuals, policies, and procedures, is accurate, complete and current.

Skills, Qualifications and Work Experience

- Minimum of 4 years of experience and a thorough knowledge of Energy Auditing, BPI Analyst, or related position.
- Minimum 4 years of experience in residential construction industry, including experience leading to a sound understanding of sustainable business practices. Experience may be in construction, home performance contracting,

or a related field, particularly as it relates to heating, cooling, lighting, weatherization, and other energy-efficiency related projects.

Communication and Interpersonal Skills

- Excellent oral and written communication skills including the ability to listen effectively, to select and use appropriate communication methods, and to present ideas and information effectively, both orally and in writing.

Technical Skills

- Experience conducting audits or energy assessments on single family or multifamily homes.
- Intermediate proficiency with MS Office Suite and Windows operating system.
- Basic proficiency with HTML, Salesforce, and webinar communication programs.
- Familiarity or experience with energy modeling software (such as EnergyPro, SnuggPro, CakeSystems, Optimiser, etc) a plus.
- Experience auditing/commissioning multifamily building mechanical equipment a plus.

Certificates, Licenses, Registrations

- Valid California Driver's License, good driving record, and access to reliable transportation.
- Must be able to provide proof of **Auto Liability Insurance for private passenger vehicles as required by the California Insurance Code.**
- BPI Analyst certification required
- BPI Multifamily Certification, HERS certification and/or EPA Universal or Class II refrigerant recovery certification a plus.

Education and Experience

- High school diploma or equivalent
- Some college coursework a plus
- Knowledge of the residential construction industry, sustainable building practices, and energy efficiency.

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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires travel, primarily driving your own personal vehicle within a specified geographic area, up to 80% of time on the job.
- Requires periods of sitting and working at a computer and frequent use of the telephone.
- Requires occasional climbing on ladders, entering attics/crawl spaces and bending/crouching.
- Requires occasional bending and lifting of objects up to 50 pounds without assistance.
- May require overtime work and/or weekend inspections if needed.
- May require overnight stays in locations within the service territory.

Other

- This position requires a good driving record and access to a reliable personal vehicle and the use of a personal cell phone.
- Mileage incurred as a result of driving your personal vehicle for company business, (excluding your regular commute to/from home to the office) is reimbursable at the IRS Standard Mileage Rate.
- Personal cell phone usage for business expense incurred is reimbursable according to the Build It Green cell phone expense reporting procedure.
- Both of these business expenses must be presented according to the Build It Green expense reporting procedure, on at least a monthly basis.

I acknowledge that I have read, understand and will fulfill my responsibilities and duties in the role of **Field Quality Control Associate** with Build It Green.

Name

Signature

Date