



## Job Description: IQ Program Manager

<b>Date Created: November 2017</b>	<b>Location: Peoria, IL based</b>
<b>Reports to: Operations Manager</b>	<b>Program:</b>
	<b>Niche:</b>

### **Job Description**

We provide our utility clients with a wide range of energy-saving and renewable energy solutions. From individual utility customers and construction contractors, to utilities, municipalities, and government bodies, our clients have come to depend on our customized energy efficiency programs to help them to meet their energy saving goals.

The Program Manager is primarily for providing leadership on one of our energy efficiency programs. In this hands-on management role, you will oversee energy programs and will work closely with both clients and our energy professionals to achieve client energy efficiency goals and other program objectives. You will also be working with others who are passionate about energy efficiency and making a positive impact on the industry.

### **Essential Duties and Responsibilities**

- Develop and implement a plan attract new customer's/trade allies to obtain program objectives
- Provide administrative services plan to develop customer correspondence and application processing
- Develop a comprehensive understanding of the program's strategic direction regarding energy efficiency and the business activities of its customers
- Complete reviews of program applications to ensure adherence to program rules and requirements
- Assist in the development of a QA/QC plan to ensure accurate program results and good evaluation results
- Coordinate with program evaluators to understand evaluation plans and communicate program procedures. Communicate evaluation plans with program staff to ensure understanding and proper procedures
- Manage direct reports and oversee program staff. This includes interviewing, planning, assigning, completing performance evaluations, coaching, mentoring and directing work
- Responsible for completing and managing quarterly program performance evaluations with staff and client
- Mentor program personnel in achieving their personal goals annually as well as their long-term development goals
- Hold program personnel accountable for personal and overall program goals.
- Assist training department and reinforce corporate training for all direct reports and field staff.
- Provide administrative services to develop customer correspondence and application processing
- Develop case studies as needed
- Assist the client with idea generation and research on program options
- Manage the utility relationship and serve as an advocate for our client
- Manage a multi-million-dollar budget over multiple years including allocations to labor, expenses, subcontractors, and customer incentives



- Provide day to day leadership to program staff including managing incentive promotions, marketing requests, and assisting team creatively meet the goals of the program
- Monitor and manage program budgets to ensure full utilization of funds while meeting or exceeding energy goals
- Develop and oversee the processing of energy efficiency project paperwork through energy efficiency tracking system
- Be a member of several working groups that will coordinate program with other organizations working in the program
- Manage and report KPIs as required to the client, partner, or our company's management by the requested due date
- Incorporate "best practice" methods of energy efficiency program implementation
- Provide a professional appearance appropriate to represent both our company and the utilities
- Lead and attend relevant presentations promoting energy efficiency programs
- Practice effective project management skills in leading this program
- Ensure continuous improvement of operations year after year

## Position Requirements

### Education and Experience

- Bachelor's degree required; advanced degree, preferred. Equivalent work experience may be considered
- Minimum of 3 years of management/supervisory experience including hiring, coaching, performance reviews, and mentoring
- Proficiency in financial management
- Background in engineering, technology or science and experience in working in a technical environment preferred.
- Minimum of 3 years of experience in managing energy efficiency programs – Preferred
- Experience in lighting, HVAC, and other technologies installed in commercial and industrial applications – Preferred
- Technical experience in developing and/or reviewing energy savings calculations to determine paybacks and incentive levels for customers – *Preferred*

### Required Skills, Knowledge and Abilities

- Sales or business development background, *A plus*
- Proven leadership in fast paced environment
- Detail oriented and have an ability to prioritize workload and delegate appropriate work assignments to staff
- Must be flexible to handle a wide variety of tasks and complete work in a timely fashion in a fast pace environment
- Proficient in Microsoft Office, specifically Word, Excel and Outlook
- Strong data entry skills in entering information in tracking systems/databases
- Ability to communicate effectively, both verbally and in writing with customers, clients and employees
- Ability to analyze and interpret data and solve practical problems
- Knowledge of mathematical concepts such as fractions, percentages and ratios



- Ability to work with mathematical concepts such as the fundamentals of plane and solid geometry and trigonometry
- Reliable transportation

**Licenses & Certifications**

- PMP certification – *Preferred*
- Valid driver’s license

**Travel Requirements**

- Willingness to travel 40% or more of the time, including some overnight travel

**Physical Demands and Work Environment**

- Frequent sitting, standing and walking
- Must also be comfortable speaking in front of large or small groups
- Ability to lift up to 10 pounds

***Note: The physical demand and work environment characteristics described above 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.***

The above information describes the general duties and requirements necessary to perform the principle functions of the position. This shall not be construed as a detailed description of all the duties and requirements that may be necessary in this position.

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Employee Signature

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Date Signed

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Employee’s Printed Name