

Job Description: Energy Advisor I

Date Created: February 2020	Location: Farmington Hills, MI
Reports to: Engineering Manager	Department: Operations
	Niche: Energy Waste Reduction/Energy Efficiency

Company Overview

Walker-Miller Energy Services is a 19-year-old Detroit-based, core-values driven company committed to changing lives through energy efficiency. We create and manage customized energy waste reduction programs that help electric and gas utilities meet mandated energy savings goals.

Our experience driven philosophy of energy efficiency as economic development helps families and businesses save energy and save money. Through innovative, inclusive initiatives, we help build communities by creating local jobs, producing equitable energy savings for all rate payers, and spurring the growth of diverse local businesses.

Our operating philosophy is reflected in our core values. We refer to them as B-Hive:

- B - Boldly Go
- H - Humble Confidence
- I - Inclusive Stewardship
- V - Value Reputation
- E - Extraordinary Experience

Position Summary

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.

This Energy Advisor I is primarily responsible for providing our services directly to homeowners, landlords, building owners and other utility customers. You will provide expert advice and coordination for our programs while recommending specific modifications to electric and/or gas systems; you will also convince prospective clients of the improved efficiency that our services will bring. This role combines field work with office time (typically 3 field days to 2 office days per week). 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: This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

- Assist with direct installation of energy savings products as directed by program management
- Promote the energy efficiency program to customers and trade allies within your assigned territory

- Understand and implement the company's Sales Process, including but not limited to;
 - Making outbound calls to new and existing customers to meet assigned energy saving targets
 - Managing field time effectively with customer or Trade Ally visits
 - Assist with direct installation of energy saving products as directed by program manager
 - Developing and presenting program presentations to spur project activity
 - Responding to customer inquiries and concerns by phone, electronically or in person to move projects towards completion
 - Work with building owners and property managers to provide energy efficiency advice and assistance in participating in energy efficiency programs
- Develop a comprehensive understanding of the program's strategic direction regarding energy efficiency and the business activities of its customers
- Identify and provide documentation of on-site opportunities for energy efficiency and provide follow-up to customers as required
- Discuss technical elements of energy consuming equipment—i.e., lighting, HVAC, hot water systems, building and pipe insulation, and air sealing
- Enter data into spreadsheets and databases to determine energy savings and to manage current projects which may also include collaborating with Energy Engineers as required
- Maintain professional appearance appropriate for a representative of our organization and the utility
- Build quick rapport with customers. Quickly initiate conversations with customers on site regarding energy usage at the facility
- When required, provide written summary reports directly to the customer, and summary reports to the client/Program Manager
- Be able to work in a team atmosphere, and willing to collaborate on continuous improvement of operations year after year
- Assist Program Manager in the training of new team members
- Lead presentations promoting energy efficiency programs for targeted groups
- Embrace and operate within the core values

Education and Experience

- Bachelor's degree from an accredited college or university or equivalent experience. Technical school degree combined with demonstrated experience in the electric/gas utility field will be considered. Equivalent work experience may be considered
- 1-2 years of experience in the electric or natural gas utility industry, facilities management, HVAC design or sales, commercial and industrial lighting, or conservation and energy management
- Previous energy efficiency and/or energy modeling experience – *Preferred*
- Previous customer service, sales, or marketing experience

Required Knowledge, Skills and Abilities

- Must be self-motivated, organized and have an ability to prioritize workload
- Must be flexible to handle a wide work variety and work at a fast pace
- 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
- Reliable transportation

Certification(s) and License(s)

- Valid Driver's License

Travel Requirements

- Willingness to travel up to 70% of the time, occasional overnight

Physical Demands and Work Environment

- Required to sit, stand, walk; talk and hear; and ability to touch and handle tools and/or controls
- Ability to lift up to 40 pounds
- Noise level is typically moderate
- Employee could be exposed to fumes and/or airborne particles and risk of potential shock

Note: The physical demand and 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.

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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.

Walker-Miller Energy Services, LLC is an Equal Opportunity Employer