Company Overview
Walker-Miller Energy Services is a 20-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 sustainable 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
The Project Specialist will work alongside team members and oversee and implement tasks and activities associated delivering the Diverse Energy Efficiency Service Provider Incubator Program. The Project Specialist must be able to identify and rectify potential problems and responsible for coaching, training and developing contractors to be successful as an Energy Efficiency Service provider.

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.

- Embrace and operate within the core values
- Develop a comprehensive understanding of the program’s strategic direction regarding energy efficiency and business activities of its customers
- Coordinate with Community Based Organizations/Trade Associations and agents of the Utility to provide support services to the contractors in the program cohort.
- Review project applications and documentation to ensure completeness and adherence to program rules and requirements. Communicate and follow up with program updates and disqualifications to participants
- Maintain, update, and add entries to the program databases accurately. This may require contacting participants and clients
- Help maintain and update additional program spreadsheets relating to project tracking, lead sharing, and any other needs of this nature that arise
• Assist participants and clients to ensure they have the correct information and marketing materials to promote the program
• Help with customer service calls, corresponding with customer and agency with clear direction from program manager
• Assists with the development and implementation of a plan to attract new customers/participants to meet program objectives
• Support the outreach and application process to ensure applicants adhere to program rules and requirements

Education and Experience
• High School diploma or equivalent
• Associates Degree - Preferred
• 1-2 years of previous customer service experience
• Valid driver’s license and reliable transportation
• Strong customer service and communication skills
• Must be able to handle a wide work variety that may not be explicitly stated above listed duties and work in a fast-paced environment

Required Knowledge, Skills and Abilities
• Ability to work independently and excellent organizational skills, required
• Analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work
• Proficient in Microsoft Office, specifically Word, Excel and Outlook
• Establish and maintain effective working relationships with employees, other agencies and the public
• Strong customer service and communication skills
• Must be able to handle a wide work variety and work in a fast-paced environment as needed
• Must be a detail-oriented, organized, self-starter, and have an ability to prioritize workload
• Strong data entry skills in entering information in tracking systems/databases
• Ability to communicate effectively, both verbally and in writing with customers, clients and team members
• Reliable transportation
• Ability to thrive in a collaborative environment
• Function well with a very diverse group of people
• Work under frequent time pressures
• Utilize good judgement to plan and accomplish goals
• Troubleshoot issues as needed

Licenses & Certifications:
• None required

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 10 pounds
• Noise level is typically moderate
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.

Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.

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, is an Equal Opportunity Employer