

Resource Innovations is seeking a **Quality Assurance and Quality Control Consultant (QA/QC Consultant)** to align Resource Innovations' quality processes and systems with utility client's quality processes and systems to ensure delivery and exceed our client's expectations.

Focusing on Residential and Multifamily buildings and systems, you will work closely with trade allies, customers and internal team members to conduct residential weatherization, HVAC, water heating and lighting installation field inspections and verifications, review QA/QC findings, and also works with our partners to identify and implement solutions. Additionally, the QA/QC Consultant will conduct technical trainings with our partners and will drive continuous improvement and best practices in quality processes. The QA/QC Consultant works with cross functional teams to ensure Resource Innovations' program solutions are effective and efficient.

Resource Innovations, with recently acquired Nexant, is a substantially woman-owned and woman-led energy consulting firm dedicated to creating equal access to clean resources through diverse partnerships. The company's deep roots and broad expertise in resource efficiency, policy development, coalition & partnership building and market-based technology support enable the delivery of highly success energy programs. Nexant brings over 20 years of expertise in demand-side management, grid management and renewables as well as a comprehensive suite of software designed to support these initiatives.

KEY RESPONSIBILITIES

- Manages and implements the field and internal verification process across multiple programs including the selection and review of assignments, tracking performance against metrics, and ensuring all necessary forms and materials are completed
- Conducts onsite inspections, writes inspection reports, and provides solutions to remedy failed inspections
- Develops and implements QA/QC requirements and implementation plans
- Provides education, training, and coaching to trade allies to minimize failed inspections, mitigate faulty workmanship, and remedy failures when they occur
- Reviews program QC findings, reports and remedies inaccuracies
- Leverages best practices and continuous improvement plans to implement long term solutions in partnership with the client and Resource Innovations' Program Managers
- Identifies root cause analyses and makes recommendations as required for client facing reports
- Generates weekly, monthly, and ad hoc reports to audit, monitor and measure performance and relevant metrics
- Ensure contract compliance in forecasting requirements and key performance indicators
- Conducts internal and external trainings to include webinars, tutorials and conference calls on relevant business processes and standards
- Manages the process of regularly reviewing and updating critical program documentation including field verification guides and forms, processing manuals, policy and procedure manuals
- Keeps up to date on industry trends and insights with regards to policy and procedure manuals to ensure program materials are most relevant
- Works as part of a cross functional team that includes program operations, IT, Marketing, and Customer Service/Processing

- Meets with Customer Service/Processing lead regularly to ensure best practices and continuous improvement initiatives are aligned and implemented effectively
- Conducts scheduled and unscheduled reviews of the application process to determine where improvements can be made
- Other duties as assigned

REQUIREMENTS

- A Bachelor's degree and 2+ years' experience in a quality control and quality assurance role, or consulting, energy efficiency or utility experience highly desired. A mix of education and experience will also be considered.
- Knowledge of building science, construction and technical expertise is required
- BPI Building Analyst and Envelope certifications preferred
- HERS and RESNET Rater certification a plus
- Ability to travel 25% to 75% of the time (limited overnight travel)
- Must have a valid drivers license and insurance
- Must be a resident of New Jersey

KEY SKILLS

- Excellent verbal, interpersonal and written communication skills
- Exceptional analytical, problem-solving and decision-making capabilities
- Team player with the ability to work in a fast-paced environment while handling multiple priorities
- Sound business ethics, including the protection of proprietary and confidential information
- Proficient skills with Microsoft Office Suite, CRM tools
- Customer service focus

Ability to apply detailed knowledge of organizational procedures to make independent decisions and serve as a credible resource for the program management team.