



## **TECHNICAL ANALYST**

Resource Innovations is an environmental consulting company specializing in energy and water efficiency, helping and empowering people to make smart resource choices. With deep roots in energy efficiency program design and implementation, Resource Innovations is leading the industry with innovative program solutions, working with community organizations toward a collaborative economy.

## **JOB DESCRIPTION**

Resource Innovations is seeking a Technical Analyst to join our team in St. Louis, Missouri. The position is ideal for a person with excellent analytical skills and a background in building science principals, home weatherization or energy engineering. Primary responsibility includes reviewing home weatherization project specifications for adherence to program guidelines and communicating technical issues within the project team. Experience working with contractors, suppliers, architects, and project engineers is also desired. The successful candidate will also:

- Work with organizations that implement home weatherization projects to address issues with project specifications
- Educate organizations that implement home weatherization projects on appropriate projects specifications and the program application process
- Develop trusted relationships with clients, industry stakeholders, and program contacts

## **KEY RESPONSIBILITIES**

- Review, vet, and approve residential energy efficiency project applications
- Review program QC findings, report and remedy inaccuracies
- Coordinate field and internal verification processes with clients and customers, including selecting homes for inspection
- Ensure all necessary forms and materials are completed for each project
- Provide education, training, and coaching to weatherization contractors to minimize the number of rejected applications and failed onsite inspections
- Identify root cause analyses and recommendations as required for client-facing reports
- Generate weekly, monthly, and ad hoc reports to audit, monitor and measure performance and relevant metrics

- Manage the process of regularly reviewing and updating critical program documentation including field verification guides and forms, processing manuals, and policy and procedure manuals
- Regularly include updated industry trends and insights into policies and procedures manuals to ensure program materials are most relevant
- Meet with Customer Service/Processing lead regularly to ensure best practices and continuous improvement initiatives are aligned and implemented effectively
- Develop, manage, and foster partnerships with subcontractors, community groups, and other industry affiliates/stakeholders

## **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 senior management team

## **REQUIREMENTS**

- Associate or Bachelor's Degree with 2-4 years relevant experience
- Professional experience with energy efficiency technology, energy efficiency home audits, home weatherization techniques, or similar technologies
- Must be able to conduct project tracking
- BPI Building Analyst and Envelope certifications preferred, Certified Energy Manager (CEM) or LEED certification is a plus

## **EQUAL OPPORTUNITY EMPLOYER**

Resource Innovations is an Equal Opportunity Employer, committed to ensuring equal employment opportunities for all job applicants and employees without regard to race, color, religion, national origin, gender, age, disability, marital status, genetics, protected veteran status, sexual orientation, or any other protected status. In addition to federal law requirements, Resource Innovations complies with applicable state and local laws governing non-discrimination in employment in every location in which the company does work.

The above job description and job requirements are not intended to be all inclusive. Resource Innovations retains the right to make changes or adjustments to job descriptions and/or job requirements at any time without notice.