



TECHNICAL PROGRAM COORDINATOR

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 Program Coordinator** to join our team in Chicago, Illinois. The Technical Program Coordinator assists Resource Innovations in delivering quality control analyses, project inspections and other program implementation strategies related to energy efficiency and building science principles and technologies. This entry-level position provides the opportunity for a candidate with technical, energy efficiency or building science experience or interest to enhance skills and expertise in building science principles.

Tasks may include working closely with program partners, trade allies, customers and internal team members to conduct and/or support residential weatherization field inspections, review building findings, compile reports and analysis, and work with our partners to identify and implement solutions. The Technical Program Coordinator may attend technical trainings to seek relevant certifications and credentialing. This role may additionally perform a range of tasks to support the programs in achieving energy savings goals. Tasks may include using program systems and procedures to assess and verify project eligibility, track and report project milestones, assist with customer and partner communications, track budgets, and other internal projects as needed.

KEY RESPONSIBILITIES

- Support the field and internal verification process across multiple programs and clients
- Support and participate in onsite home inspections, compile data, write assessment reports, and track remedies of failed inspections
- Participate in the education, training, and coaching of program partners, intended to minimize failed inspections, mitigate faulty workmanship, and remedy failures when they occur
- Analyze and compile inspection results for client facing reports

KEY SKILLS

- Highly motivated and positive attitude
- Superior organization and time management skills
- Commitment to high-quality customer service and the ability to address customer issues/concerns
- Excellent attention to detail with the ability to think critically in a fast-paced environment
- Excellent verbal and written communication skills
- Flexibility to work with a variety of team members and dynamic project demands
- Interest or experience in a field related to energy or sustainability

REQUIREMENTS

- An associate's or bachelor's degree, or the equivalent technical credential or training, is desired
- 2+ years work experience is required
- Basic knowledge of building science, home construction and/or technical principles preferred
- Experience troubleshooting problems and recommending solutions
- Ability to identify process improvements and communicate plans for improvement
- Ability to evaluate, diagnose and correct data discrepancies
- Ability to understand and appropriately apply technical information
- Proficiency in Microsoft Word, Excel, Outlook, and PowerPoint
- Experience with CRM software preferred
- BPI Building Analyst or Building Envelope Professional certification desired.
- Travel between 25% to 75% of the time (primarily in Northern Illinois)

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.