

Job Description: Quality Assurance/Quality Control Specialist	
Date Created: 8/3/2018	Location: Illinois
Reports to:	Program:
FLSA Status: Exempt	Niche: Income-Qualified

Company Overview

Walker-Miller Energy Services is an 18-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 - Boldy Go
- H - Humble Confidence
- I - Inclusive Stewardship
- V - Value Reputation
- E - Extraordinary Experience

Position Overview

The Quality Assurance Specialist will be relied upon to be the Quality Assurance/Quality Control “eyes and ears” of the program in the field. He/she must be willing to uncover operational successes and challenges and articulate these issues back to the Program Team with the goal of continually improving field operations.

The Specialist will be called upon periodically to work with the Quality Assurance Manager in making presentations to internal (e.g. Program Managers, program staff) and external stakeholders, notably clients who are very interested in what Walker-Miller Energy Services is doing to uncover both successes and challenges with the company’s current programs.

The successful candidate is curious, professional, self-motivated, and articulate in terms of conveying the actions Walker-Miller Energy Services must take to continue to improve. 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.

- Schedule and conduct on-site inspections to verify work completed by Trade Allies and Walker-Miller Energy Services staff meet clients and corporate expectations/set quality standards
- Assist the Quality Assurance Manager with the creation of new QA policies and procedures as needed

- Highly organized, and efficient with scheduling of visits including grouping of visits geographically given the challenges of operating in the central Illinois region
- Communicate findings/discrepancies to Program Managers that required additional follow up
- Assist in process improvements to ensure quality within and across program
- Daily travel to pre-scheduled appointments
- Provide a professional appearance appropriate for a representative of Walker-Miller Energy Services
- Prepare weekly activity reports and track progress towards program goals
- Ensure the meeting of customer specifications and company quality standards
- Complete special projects as assigned
- Complete and maintain all required paperwork, records, documents, etc.
- Follow and comply with all safety and work rules and regulations

Education and Experience

High School diploma or equivalent

Required Skills, Knowledge and Abilities

- One to three years of experience in basic wiring, lighting, HVAC, troubleshooting and other technologies installed in residential, commercial and industrial facilities
- ***BPI Certification is required***
- Previous customer service experience
- Strong customer service and communication skills
- Must be able to handle a wide work variety and work in a fast-paced environment
- Must be a detail-oriented, organized, self-starter, and have an ability to prioritize workload
- Ability to maintain and manage their own daily work schedule
- 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
- Valid driver's license and reliable transportation
- Willingness to travel up to 95% of the time, including some overnight travel
- Embrace and operate within the core values
- 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

Required BPI Certification – Building Analyst

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
- Employee could be exposed to fumes and/or airborne particles and risk of potential shock.

Note: *The physical demand and work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made for qualified individuals with disabilities to perform the essential functions.* The above information describes the general duties and requirements necessary to perform the principal 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