



Job Description

Job Title: Field Coordinator

Department: WeCare Field Operations

Reports to: Operations Manager

Location: Louisville, KY

Date: 2017

JOB SUMMARY

Under the direction of the WeCare Program Operations Manager, the Field coordinator will oversee the daily activity of assigned energy audit professionals, specifically for LG&E and KU's WeCare Program. The Field Coordinator will also conduct WeCare energy audits as needed as well as ensure high quality customer satisfaction on behalf of the client. Audits will include a BPI, ASHRAE Level II Audit and will require Blowerdoor testing, Combustion Appliance Zone testing, in depth data collection, interface with multiple databases, installation of energy saving devices, customer energy savings education.

DUTIES AND RESPONSIBILITIES

- Conduct morning crew meetings and encourage team interaction.
- Ensure that there are auditors available at all times to conduct daily WeCare audits.
- Coach, advise, and mentor crews where appropriate.
- Ensure crews fulfill scheduled appointments by tracking real time progress for all visits.
- Measure and monitor WeCare quality assurance and time management of all assigned crews daily..
- Handle all assigned customer complaints related to WeCare activity.
- Replenish inventory in field as needed.
- Ensure auditors fully complete NEAT audit and product install information on their handheld tablets, the day of their visits
- Perform daily reviews all crew consultation and install information for accuracy.
- Measure and Monitor Consultants and Installers time and effectiveness
- Work as an auditor when needed.
- Review and approve all crew time off request.
- Performs related work as required.



Qualifications:

- BPI analyst certifications
- Knowledge working in utility industry or with energy management programs
- Training in weatherization and energy efficiency principals and techniques
- Excellent communication and interpersonal skills
- Comfortable working in urban and rural setting with people of diverse background
- Exercises good judgment and maintains safety at all times
- Able to lead, motivate, be diplomatic, and build positive rapport with customers
- Communicate with technical and non-technical individuals
- Work independently and/or as a team member
- Able to work flexible schedule, including some later evenings and weekends
- Ability to bend, stoop and reach
- Able to learn and work with new technology (e.g. handheld data devices)
- Current Kentucky driver's license and good driving record a must
- Must be able to pass criminal background check and drug screening

SUPERVISION

This position reports to WeCare Program Manager and oversees WeCare Energy Auditors

MINIMUM REQUIREMENTS

- 1) 2 years prior supervisory experience
- 2) BPI Certification - Analyst
- 3) Able to work in very fast-paced environment and hold to deadlines.
- 4) Problem-solver. Able to respond to diverse set of challenges in the field and do whatever it takes to meet project deliverables on schedule.
- 5) Ability to communicate effectively with subordinates, peers, superiors and customers
- 6) Proficient in Microsoft Office applications (e.g., Word, Excel, Power Point)
- 7) Knowledge and understanding of energy audits and the direct install measures

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required to perform the job.

Interested applicants should contact:

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