



## JOB DESCRIPTION

**Title: Residential Energy Inspector**

**Primary Location: Remote/other\***

**Employment status: Full-time**

When was the last time you thought you could make the world a better place? Imagine following through with your dreams and making that positive change happen.

C+C is an award-winning integrated marketing agency all about changing behaviors for good. We help our clients motivate people to embrace a variety of social and environmental actions. Like choosing an energy-efficient appliance. Applying for college programs. Getting the COVID-19 vaccine. Making good financial decisions. Taking public transit. Saving water. Basically, doing things to make the world a better place. We've been working on social issues and sustainability projects since 2005.

While many current positions have the option of working remotely, our offices are available for all employees to work from on a voluntary basis. We have beautiful offices in Seattle, WA, Portland, OR, and Boston, MA to accommodate employees in a hybrid or full-office setting.

### WHAT WE'RE LOOKING FOR

\*This is a fully remote position for a candidate located in or willing to relocate to the greater Spokane, WA area within 30 days of acceptance for this role. The role requires the ability to travel approximately 25-30% of the time for site inspections, with limited overnight travel. The geographical area assigned to this position includes a 100-mile radius with Spokane, WA at its center.

C+C is looking for a highly motivated, outgoing engagement professional to join the C+C Utility Solutions Team in support of Avista's Home Insulation Program (HIP) throughout Eastern Washington and Northern Idaho. HIP consists of recruitment, training and management of a Trade Ally Network of insulation and weatherization contractors. Daily responsibilities include project reviews, onsite inspections and Trade Ally support as well as administrative program functions (i.e. reporting and drafting market communications). To thrive at this position, you have a passion for building relationships with different kinds of people, are an excellent verbal and written communicator, have a familiarity with working in the trades, and are BPI or RESNET certified. Given the physical nature of the field work required, you must be able to safely lift up to 60lbs, carry equipment, transport and climb a 10ft or retractable ladder to access attic spaces and work in confined spaces to measure insulation and confirm air sealing.

The Avista HIP Residential Energy Inspector will receive extensive on-the-job training in weatherization field engagement, QC inspections, Avista's HIP requirements, customer engagement and social marketing.



## RESPONSIBILITIES

- Develop and maintain strong relationships with market actors, rooted in genuine curiosity and concern for the partners' motivations and business practices
- Ensure that we meet or exceed all metrics and goals for the projects assigned
- Engage with partners to identify market barriers and key drivers to deliver solutions that motivate partners to promote Avista's program
- Ensure partners are properly educated about Avista's programs, services and promotional products so information can accurately be relayed to the market
- Deliver program and product trainings
- Work with partners to maximize promotion and sales of Avista rebated weatherization upgrades, specifically insulation and air sealing in single family and multifamily homes.
- Ensure accurate Trade Ally reporting of weatherization upgrades through in-field inspections and daily project reviews
- Regularly report partner engagements, on-site visitations, trainings, and outreach event results
- Identify and communicate market trends, insights and potential risks to team and client
- Maintain, enhance and document Avista's relationship with all program participants
- Develop monthly, quarterly and other metric reporting as needed for clients
- Update C+C's custom databases: Salesforce-based CRM and products database, Asana project management database

## QUALIFICATIONS

- Minimum of two years' experience in HVAC, home remodeling, or construction
- Must be physically able to fulfill job functions, including lifting up to 50 lbs, carrying equipment, transporting and climbing a 10ft or retractable ladder, work in confined spaces including but not limited to attics and crawlspaces, and using small tools and testing equipment Current BPI or RESNET certification; RESNET Field Inspector certification will suffice, BPI certification preferred
- Proactive self-starter with excellent time management skills and the ability to learn new information quickly
- Excellent communicator with strong customer service, relationship building, and account management skills
- Robust virtual training skills to include creating and delivering PowerPoints, managing invitations through outlook and leading zoom webinars
- Comfort presenting professionally in front of live and virtual audiences
- Ability to perform outreach to leads, both warm and cold
- Ability to communicate technical information to different audiences
- Strong written communications that articulate progress, support and needs as tailored to the audiences' motivations and barriers
- Ability to maintain a high degree of organization and documentation in a hybrid office/field role



- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), Google Sheets/Docs, Salesforce, and Asana
- Must have a valid driver's license, satisfactory driving record, dependable transportation, and the ability to travel and transport a 10ft or retractable ladder and other equipment to job sites.
- Residence in the region for which job is posted, Spokane preferred
- Natural affinity for collaboration
- Strong commitment to diversity, equity and inclusion

#### **BONUS QUALIFICATIONS**

- Background specifically in trades or with a utility and/or energy services company
- Experience with energy efficiency

#### **COMPENSATION**

This is a full-time position with an annual range of \$60,000-68,000 plus bonus.

#### **BENEFITS INCLUDE:**

- Health insurance premiums (medical, vision, dental) paid in full for your coverage, along with up to \$1300 contributed annually to your Health Savings Account
- Company paid life insurance, long-term disability and short-term disability policies
- Up to 4% company match contributed to your 401(k)
- Starting Paid Time Off of 17 days per year, plus 12 paid company holidays
- Flexible Spending Account
- Employee Assistance Program
- Paid parental leave for primary and secondary caregivers
- Work-from-home stipend for office set up
- Monthly cell phone stipend
- Full reimbursement for commuting via public transportation
- Paid sabbaticals after 10 years of service

#### **WHAT YOU'LL LOVE ABOUT C+C**

If the following metrics of success sing to you, then we think you'll really love being part of our team. Here's what we provide to our C+C team, and what we expect from everyone here:

- We have a diverse mix of work that is good for people, our community and our planet. Our team genuinely cares about our clients' issues, our goal of doing good work and the agency's success.
- We create a work culture that is collaborative, team-oriented and provides an environment where awesome ideas can come from anywhere.
- We are committed to continual growth in our Diversity, Equity and Inclusion practices.
- We provide a healthy benefits package for all full-time employees, and a clear compensation structure for each role.



- We facilitate and encourage regular feedback, along with career pathway conversations designed to help you and your manager create a development plan for your continued growth.
- We hire employees who:
  - value inclusion, equity, and diversity and are open-minded and respectful
  - are ego-free
  - are flexible, positive, and forward-thinking
  - are passionate about results
  - are kind, welcoming, and helpful

## COME JOIN US!

We'd love to hear from you. Please submit your resume and cover letter for consideration. Creative + Content positions should also share a portfolio link. C+C is an equal opportunity employer, and we value diversity at our company. We are committed to the principle of equal employment opportunity and to providing employees with a work environment free of discrimination and harassment. We do not discriminate on the basis of race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. C+C will not tolerate discrimination or harassment based on any of these characteristics. We strive for visible and invisible diversity within our team. People of color are encouraged to apply, as are candidates who identify as people historically not treated equitably.

We realize someone is unlikely to meet 100% of the duties for a role. We value diversity, so if much of this job description describes you, then please apply for this position.