



## Wayne Metropolitan Community Action Agency

### Green & Healthy Homes Job Description

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**Job Title:** Assistant Director of Weatherization Field Operations

**Department:** Green and Healthy Homes

**Supervisor:** Weatherization Assistant Director

**Site Location:** Highland Park, MI

### Position Summary

The Assistant Director of Weatherization Field Operations is responsible for leading and managing all Weatherization production operations to ensure the successful delivery of high-quality, compliant, and cost-effective energy efficiency services. This position oversees production staff, contractors, quality assurance activities, multifamily weatherization projects, and field operations while ensuring production goals, expenditure targets, and contractual obligations are achieved.

The Assistant Director provides strategic leadership and operational oversight for Energy Auditors, Quality Control Inspectors, Field Quality Assurance staff, Multifamily Production staff, and internal and external contractors, including general contractors, HVAC contractors, insulation contractors, and Asbestos Containing Material (ACM) contractors. The position is responsible for maintaining production pipelines, ensuring compliance with federal and state regulations, monitoring contractor performance, and driving continuous process improvement.

The Assistant Director serves as the primary operational leader for Weatherization production activities and works closely with the Weatherization Director, Compliance Team, Finance Department, and external partners to ensure program success.

## **Essential Duties and Responsibilities**

### **Production Operations Management**

- Direct and oversee all Weatherization production activities from audit through final inspection and project completion.
- Develop and implement production strategies to achieve annual, quarterly, and monthly unit completion goals.
- Monitor production pipelines and ensure efficient movement of projects through assessment, audit, contracting, installation, inspection, and closeout.
- Identify and address operational barriers that impact production performance.
- Establish and monitor production metrics, contractor performance standards, and staff productivity goals.
- Ensure timely completion of weatherization services while maintaining quality and compliance standards.

### **Staff Leadership & Supervision**

- Directly supervise Energy Auditors, Quality Control Inspectors, Multifamily Production staff, and Field Quality Assurance personnel.
- Establish performance expectations and accountability measures for production teams.
- Conduct performance evaluations, coaching, training, and professional development activities.
- Promote collaboration between production, compliance, readiness, finance, and administrative teams.
- Lead regular production meetings to review goals, performance metrics, and project status.

### **Contractor & Field Operations Management**

- Oversee all internal and external weatherization contractors.
- Manage relationships with general contractors, HVAC contractors, insulation contractors, ACM contractors, and specialty trade contractors.
- Monitor contractor production, quality, compliance, and timeliness.
- Review contractor capacity and workload distribution to maximize production output.

- Coordinate contractor procurement activities in collaboration with procurement and compliance staff.
- Resolve contractor performance issues and implement corrective action plans when necessary.
- Ensure contractor compliance with contractual obligations, licensing requirements, insurance requirements, and program standards.

### **Multifamily Weatherization Production**

- Oversee multifamily weatherization project development and implementation.
- Coordinate project planning, scheduling, inspections, and contractor activities.
- Ensure compliance with multifamily weatherization regulations and funding requirements.
- Monitor project budgets, schedules, and deliverables.
- Collaborate with property owners, management companies, contractors, and regulatory agencies to ensure successful project completion.

### **Quality Assurance & Technical Oversight**

- Ensure compliance with DOE Weatherization Assistance Program requirements, Standard Work Specifications (SWS), Michigan Field Guide requirements, and applicable CSPMs.
- Monitor inspection findings, corrective actions, and quality assurance outcomes.
- Ensure technical consistency in audits, work scopes, change orders, and inspections.
- Support continuous quality improvement initiatives and contractor performance management.

### **Budget & Production Performance Management**

- Monitor production expenditures and unit costs.
- Ensure efficient utilization of DOE, LIHEAP, BIL, Deferral, and other funding sources.
- Collaborate with Finance and Compliance teams to monitor spending rates and budget performance.
- Develop production forecasts and expenditure projections.
- Monitor contractor billing and project cost effectiveness.

## **Compliance & Risk Management**

- Ensure all production activities comply with federal, state, local, and agency policies & requirements.
- Support monitoring reviews, audits, and corrective action implementation.
- Collaborate with Compliance and Quality Assurance teams to address findings and operational risks.
- Ensure proper documentation and record retention requirements are maintained.
- Promote a culture of safety, compliance, accountability, and operational excellence.

## **Strategic Planning & Process Improvement**

- Assist the Weatherization Director in developing production strategies and operational goals.
- Evaluate workflows and implement process improvements to increase production efficiency.
- Analyze performance trends and recommend operational enhancements.
- Identify opportunities to improve contractor utilization, staff productivity, and customer outcomes.
- Support and identify opportunities for expansion of weatherization and energy efficiency services.

## **Minimum Qualifications**

- Bachelor's Degree in Construction Management, Energy Management, Business Administration, Public Administration, Engineering, Community Development, or a related field; equivalent experience may be considered.
- Five (5) years of progressively responsible experience in Weatherization, housing rehabilitation, construction management, energy efficiency, or related programs.
- Three (3) years of supervisory or management experience.
- Experience managing contractors, production operations, and construction-related projects.

- Experience administering federally funded programs and meeting production goals.

### **Required Qualifications**

- Experience with the Weatherization Assistance Program (WAP), LIHEAP, BIL, and multifamily weatherization programs.
- Building Performance Institute (BPI) Certifications: BPI Energy Auditor Certification is required. BPI Quality Control Inspector (QCI) Certification is preferred.
- Knowledge of Standard Work Specifications (SWS), Michigan Field Guide requirements, and DOE regulations.
- Experience managing large-scale production pipelines and contractor networks.
- Familiarity with EmpowOR, WaWeb, NEAT, SharePoint, and Microsoft Office applications.

### **Knowledge, Skills, and Abilities**

- Advanced knowledge of residential weatherization, building science, and energy efficiency programs.
- Strong understanding of production management and contractor oversight.
- Knowledge of construction project management and quality assurance practices.
- Ability to manage multiple funding sources, projects, and deadlines.
- Strong leadership and team development skills.
- Excellent analytical, organizational, and problem-solving abilities.
- Ability to interpret technical specifications, regulations, and grant requirements.
- Strong verbal and written communication skills.
- Ability to build and maintain effective relationships with staff, contractors, and stakeholders.

### **Travel Requirements**

- Ability to travel to various sites.
- Valid driver's license with an insurable driving record.

## **Physical Requirements and Work Environment**

**The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.**

Work is performed in both office and residential settings and requires frequent standing, walking, climbing stairs and ladders, bending, stooping, kneeling, crouching, crawling, reaching, and lifting or carrying materials and equipment weighing up to 50 pounds. The position requires conducting inspections and navigating residential properties, including occupied and vacant homes, basements, attics, crawlspaces, roofs, and other confined or limited-access areas, as well as traversing uneven terrain.

Employees are regularly exposed to varying weather conditions, outdoor elements, and diverse housing environments that may include dust, debris, mold, pests, allergens, excessive temperatures, limited accessibility, and other environmental or health and safety hazards commonly encountered during residential inspections. Frequent travel throughout the service area is required. Employees are expected to follow all agency safety protocols and utilize appropriate personal protective equipment (PPE) when required.

## **Work Hours**

The work schedule is Monday – Friday, with specific hours (and occasional Saturdays) to be determined by department needs.

## **Other Duties**

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Wayne Metropolitan Community Action Agency is an Equal Opportunity Employer**

**EOE/M/F/D/V**

**Employee Signature:**

**Date:**

