Location: Mid-Willamette Valley Area *(Salem area preferred)*

Remote position with regular in-person trainings, presentations, and site visits across the region

Position Overview

Skill Demand Energy is seeking a Technical Training Specialist to be the go-to educator for residential energy efficiency across our Energy Trust of Oregon programs. You'll design and deliver training, presentations, and workshops that help community partners, contractors, and Skill Demand's own teams understand home energy assessments, energy efficiency measures, and program requirements, and apply them correctly.

This role is for someone who enjoys teaching technical material and can engage an audience. You'll take complex topics and make them clear and usable for audiences ranging from experienced contractors to retail associates and customer service staff. You'll manage several training projects at once (building materials, scheduling sessions, coordinating with team leads, and keeping deadlines on track) while also serving as a technical resource for questions across our community programs.

The ideal candidate combines solid, hands-on knowledge of residential energy efficiency (BPI certification preferred) with proven experience developing and delivering training, strong organization, and the ability to work independently across multiple projects in a fast-paced environment.

Why This Role Exists

Skill Demand delivers energy efficiency programs through many channels: community organizations, contractors, retail outreach, and our Contact Center. All of them rely on accurate, consistent technical information.

As our programs grow, we need a dedicated technical educator to makes sure our staff and partners:

- Understands program requirements the same way
- Has practical, up-to-date resources they can actually use
- Catches technical and documentation issues before they become problems

Key Responsibilities

Approximate time allocations are shown to give a sense of the role's focus.

Technical Training, Education & Presentations (50%)

- Design and deliver technical training, presentations, and workshops, in person and virtually, for community partners, contractors, and Skill Demand teams including Retail Outreach, Contact Center, and Community Outreach
- Develop training materials such as slide decks, job aids, quick-reference guides, checklists, and short how-to videos
- Translate complex topics (building science, assessment protocols, measure eligibility, documentation requirements) into clear, practical guidance suited to each audience
- Lead onboarding and refresher trainings for new partners and staff, and update content when program requirements or incentives change
- Maintain a training calendar and a central, current library of training materials
- Gather participant feedback and use it, along with recurring quality assurance and documentation errors, to improve training
- Coordinate with team leads so training supports each team's goals

Project & Workload Management

- Manage multiple training projects and technical assignments at once, from planning through delivery
- Set timelines and milestones, track deliverables, and provide regular, brief status updates, including early notice when something is at risk
- Prioritize competing requests with your supervisor through an agreed intake process
- Keep organized records of training sessions, attendance, material versions, and follow-up items
- Use project management tools (such as Asana) to track work and keep progress visible to the team

Technical Subject-Matter Support (20%)

- Serve as Skill Demand's technical resource on home energy assessments, measure eligibility, and program documentation and quality requirements
- Answer technical questions from internal teams and partners, and turn recurring questions into FAQs, job aids, or training updates
- Act as technical liaison between partners, processing teams, and program administrators

- Help reduce documentation and quality assurance errors by spotting patterns and addressing them through training

Program Improvement & Special Projects (15%)

- Recommend improvements to program workflows, documentation, and training resources based on patterns seen across teams
- Support the rollout of new tools and processes through training, user guides, and troubleshooting
- Provide technical support for Retail Outreach and other special projects as assigned, with agreed scope and deadlines
- Work with internal teams and program administrators to resolve technical issues

Community Partner Technical Support (15%)

- Provide scheduled technical training and assistance to assigned community partners
- Join partner meetings when technical expertise or training is needed, and document action items you own
- Build trusted working relationships with partner staff through clear, consistent follow-through
- Share recurring partner technical challenges with Community Outreach staff and recommend training-based solutions
- Flag technical issues that may affect partner milestones to Community Outreach leadership

Required Qualifications

- 3+ years of experience in residential energy efficiency, home performance, weatherization, or a related field
- 2+ years of experience developing and delivering technical training, presentations, or workshops for adult audiences
- Strong working knowledge of home energy assessments, energy efficiency measures, and program documentation and compliance
- Demonstrated ability to independently manage multiple projects with competing deadlines
- Proficiency with presentation and virtual meeting tools (PowerPoint or Google Slides, Zoom or Teams)

- Valid driver's license and reliable transportation for regional travel

Preferred Qualifications

- BPI certification (e.g., Building Analyst) or comparable field credentials
- Spanish language proficiency, including the ability to deliver training in Spanish
- Experience working with community-based organizations, nonprofits, or income-qualified programs
- Experience with Energy Trust of Oregon or other utility or public-benefit energy programs
- Background in instructional design or adult learning (e.g., train-the-trainer experience, ATD or similar certification)
- Experience creating short training videos or e-learning content
- Experience with project management software such as Asana

Core Competencies

- Engaging presenter and skilled facilitator
- Turns technical detail into practical, audience-appropriate guidance
- Highly organized; manages multiple priorities and meets deadlines
- Takes initiative: identifies needs and moves work forward without waiting to be asked
- Strong technical credibility and sound judgment
- Collaborative and open to feedback
- Cultural humility and community-centered values

Success in This Role Looks Like

- Partners and Skill Demand staff have clear, current, easy-to-use technical training and resources
- Recurring technical and documentation errors decrease in areas covered by training
- Participants rate trainings as clear and useful
- Training projects are delivered on schedule, with progress visible to the team

Who We Are

Skill Demand Energy is a culturally diverse organization focused on expanding access to energy efficiency solutions that reduce household energy burden and strengthen communities. We work at the intersection of technical expertise, public-benefit programs, and community-based delivery—supporting both individuals and organizations in navigating energy incentives, program requirements, and long-term sustainability.

Our work is grounded in partnership, accountability, and continuous improvement. We believe effective energy programs are built through clear expectations, strong relationships, and respect for the lived experiences of the communities we serve. We are a growing, collaborative team that values initiative, adaptability, and thoughtful problem-solving, and we encourage candidates who are motivated by impact and learning to apply. We invest in sharing knowledge across our teams, and this role is at the center of that work.

Skill Demand Energy is deeply committed to Diversity, Equity, and Inclusion. We strive to build a workplace and programs that reflect the communities we serve, center equity in decision-making, and create inclusive systems where all people have access to opportunity, support, and success.