

JOB TITLE	Associate Program Manager
DEPARTMENT	Operations
DATE	2019
REPORTS TO	Varies by Program
DIRECT REPORTS	Varies by Program
FLSA (HR USE ONLY)	Exempt

PRIMARY PURPOSE (Summary of major reasons this job exists)

The Associate Program Manager will assist in meeting the goals and objectives as outlined in the work scope between CMC and the Client, while learning all aspects of managing the program. The Associate Program Manager will manage a team of energy professionals including energy auditors, energy advisors and/or weatherization technicians, and possibly partner companies (subcontractors), to provide implementation services for residential, multi-family and/or business customer energy efficiency programs.

ESSENTIAL FUNCTIONS (Majority of duties performed, but not to be all-inclusive or to prevent other duties from being assigned)

1. Work closely with management to effectively manage the program and develop an understanding of the processes and procedures that drive the program. Including executing strategies to meet or exceed client goals.
2. Ensure all work performed is in accordance with stated program guidelines, while maintaining same or next day business turn around for the resolution of customer issues.
3. Ensure that work is conducted in compliance with OSHA and company safety procedures.
4. Ensure that customer issues are handled properly, resolved promptly and well documented.
5. Assist in development of budget proposals, production goals and the performance management of the program.
6. Assist in preparation of internal and external reports, analysis and invoicing.
7. Maintain records and track program performance against CMC and client goals for financial performance, energy savings and cost-effectiveness. Factor these goals into daily decision-making.
8. Work with internal and external resources to identify and address quality control issues, both in the field and in the office.
9. Provide oversight and coaching for field staff, both in-house and on the street, to maintain or improve the quality of their work while meeting program goals for savings, cost-effectiveness and customer satisfaction. The job will include field time.
10. Manage, coach and mentor direct reports to ensure staff is performing effectively and at their highest potential to achieve program and company organizational goals. This includes interviewing, planning, assigning, completing performance evaluations, coaching, and directing work.
11. Serve as primary point of contact for field staff and subcontractors, including review of audits and work orders, assignment of work to subcontractors, and monitoring of subcontractor performance.
12. Build business relationships across the organization that garner respect and assist in fulfilling program needs.
13. Perform other duties as assigned.

JOB REQUIREMENTS (Experience, education, knowledge, skills & abilities required for competent performance in the job)

1. Bachelor's degree or equivalent experience, preferably in a related field.
2. 3-5 years' prior supervisory experience preferred.
3. 3-5 years' energy industry experience preferred.
4. BPI Building Analyst and Envelope certifications preferred.
5. Other certifications may be required by program and client guidelines.
6. Strong knowledge of building science techniques to conserve energy and water. Hands-on experience preferred.
7. Demonstrated ability to supervise, analyze, manage time, set priorities, make decisions, manage conflict, resolve disputes, and work constructively as part of a team.
8. Strong supervision skills to lead, direct, coach and mentor. Prior supervisory experience preferred.
9. Strong organizational, project management, problem solving and prioritization skills necessary.
10. Ability to communicate clearly and effectively, in speech and writing, with customers, staff, managers, supervisors, contractors and clients.
11. Resourcefulness to meet tight deadlines and flexibility with fluctuating priorities.
12. Ability to handle confidential information with the highest level of integrity and ethics.
13. Ability to travel >25% of time.
14. Valid driver's license required and use of personal vehicle may be necessary per location. Compliance with acceptable vehicle insurance levels as outlined in the company policy.
15. Proficiency in the use of desktop and mobile computing devices and business applications, primarily Microsoft Office Suite, Excel, Word and Access. Proficient in Microsoft Office Suite.
16. Perform the essential functions and physical demands of the position with or without accommodation.

PHYSICAL REQUIREMENTS (The physical demands of the job)

1. Consistently spending time sitting, typing, talking, walking and using repetitive motion.
2. Frequent use of eye, hand, and finger coordination enabling the use of automated office machinery, such as a computer.
3. Oral and auditory capacity enabling interpersonal communication as well as communication through automated devices such as the telephone.
4. Visual capacity enabling frequent use of computer equipment.
5. Light work: ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently to lift, carry, push, pull or otherwise move objects.

WORK ENVIRONMENT

1. The employee is not substantially exposed to adverse environmental conditions.

CMC Energy Services, Inc. provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual preference or non-disqualifying physical or mental handicap or disability in each aspect of the human resources function.

REVIEW AND APPROVAL

EMPLOYEE: _____
MANAGER: _____
HUMAN RESOURCES: _____

DATE: _____
DATE: _____
DATE: _____