

Job Title: Technical Relations Representative
Reports To: Technical Project Manager
FLSA Status: Non-Exempt
Salary Range: \$40,000 - \$55,000 annually
Remote

Summary: Monitors field-based and/or lab-based evaluations according to established procedures for written and field examinations for BPI Test Center Proctors. Reviews field-based certification exams for compliance with American National Standards Institute (ANSI) requirements. In addition, provides technical and procedural support for certification candidates, technical support for BPI GoldStar contractors and Test Center providers. Assists in updating technical standards, manuals, testing procedures, and provides technical training.

Essential Duties and Responsibilities include the following.

- Conduct Interrater Reliability (IRR) review of field-based examinations for compliance to ANSI requirements
- Conduct review of online and field-based examinations; complete reports with reviewer observations and recommendations
- Proctor field and written exams of certification candidates as needed
- Perform proctor orientations as needed
- Provide technical support for accredited contractors and proctors
- Represent Building Performance Institute at trade shows conferences, meetings, and certification events throughout the United States
- Attend Standards Technical Committee and Working Group meetings; provide technical assistance to group members
- Involved with technical processes such as working with BPI staff in getting new and updated certification exams in the marketplace
- Other duties as assigned

Special / Additional Duty:

- Develop and maintain manuals and training materials to support certified professionals, contractors, proctors, test centers and staff
- Oversee the “Ask an Expert” and Visitor submissions from initial triage, response, tracking, and maintain and organizing library.
- Forward departmental questions to the appropriate department
- Respond to questions that have answers which are supported by the BPI Standards, Policy, etc. with little to no supervision
- Prepare answers to new technical questions and collaborate with BPI staff
- Collaborate with different departments on policy developments, system updates, and certification development.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); and two to four years related building science based quality assurance experience and/or training; or equivalent combination of education and experience. An AAS degree is preferred. Candidates must have a thorough knowledge of BPI and Industry Standards.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals appropriate for the intended audiences with minimal editing required. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

Math Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have working knowledge of Microsoft Word, Excel, Internet Explorer, Outlook, and PowerPoint.

Certificates and Licenses:

Must have a valid driver's license.

Must have at least one BPI Certification in the following designations:

- CORE (Building Analyst Professional, Building Analyst Technician, Heating Professional, AC and Heat Pump Professional, and/or Manufactured Housing Professional).

- Energy Auditor, and Quality Control Inspector (active certification preferred or able to obtain within 6 months of hire date).
- Approved BPI Field Proctor (active status preferred or able to obtain within 6 months of hire date).
- In lieu of BPI Field Proctor experience, a background as a credentialed teacher and willingness to obtain a BPI Proctor Mentor status within one year of hire.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to work in high, precarious places; fumes or airborne particles; outdoor weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.

Travel:

This position requires national travel estimated at 20% of the time.

Physical Demands:

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

This job may mostly be performed remotely and does not require commuting to an office every day. However, there may be times when employees may need to come into the office.

The employee is frequently required to stand, walk; use hands and reach with hands and arms. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.