



ECA

106 West Clearfield Street, Philadelphia, PA 19133 215-609-1000

www.ecasavesenergy.org

Full Job Description \$1,000 Sign-on Bonus

Position: Field Operations Supervisor

Type: Full Time

Location: Wilmington Delaware; remote options available

ECA is a Pennsylvania-based leader in residential energy efficiency. Our growth has created this dynamic position. A company vehicle will be provided.

The Field Operations Supervisor position is responsible for managing and supervising the activities of the Field Staff and Contractors. This individual is available to respond to questions throughout the day, to ensure production goals are achieved, and work performed is in compliance with ECA's program procedures and guidelines. This individual will direct and coordinate field programs to ensure maximum productivity, energy savings, quality assurance and customer satisfaction.

JOB DESCRIPTION:

- Perform site-visits, audits, and inspections as needed and ensure all work is performed in accordance with company and program guidelines.
- Make recommendations to improve work performance.
- Responsible for managing and maintenance of inventory equipment and materials.
- Maintain relationships with third-party inspectors for field inspections. When necessary, accompany third-party inspectors on on-site visits and mentoring sessions.
- Serve as liaison between contractors and customers to answer questions or resolve complaints.
- Reinforce customer energy education on-site and ensure customer satisfaction.
- Produce daily, weekly, and monthly reports as requested.
- Support safety programs and regulations implemented company wide.
- Ability to perform interior and exterior inspections of residential buildings, including attics and crawl spaces
- Assist with finding, soliciting, and on-boarding contractors as needed
- Other duties as assigned

JOB QUALIFICATIONS:

- H.S. Diploma or equivalent required.
- 2+ years' prior Supervisor experience preferred.
- 2+ years' residential construction experience preferred.
- BPI Analyst and Quality Control Inspector certification preferred or a willingness to receive certifications within 6mo of hire.
- Valid driver's license required with good driving history

- Strong supervision skills to lead, direct, coach, and mentor.
- Strong organizational, project management, problem solving, and prioritization skills necessary.
- Ability to communicate clearly and effectively, in speech and writing, with customers, staff, managers, Managers, contractors and clients-

PHYSICAL REQUIREMENTS:

- Physically active position which includes climbing, balancing, bending, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, typing, grasping, talking, hearing and using repetitive motion.
- Medium work: ability to exert up to 30 pounds of force frequently and/or up to 10 pounds of force constantly to lift, carry, push, pull or otherwise move objects.

WORK ENVIRONMENT:

- Indoor and outdoor environmental conditions. This may or may not include extreme cold temperatures below 32 degrees and extreme heat above 100 degrees.
- Atmospheric conditions such as fumes, odors, dust, gases or inadequate ventilation.
- Frequent close quarters such as crawl spaces, shafts, small rooms, narrow aisles or other areas that could cause claustrophobia.