

**Job Title:** Energy Efficiency Program Coordinator

**In-Office/Remote Hybrid Reporting Requirement**

**Job Description:**

This position will support the TRC implementation of residential energy efficiency and weatherization programs on Long Island. The Energy Efficiency Program Coordinator (EEPC) position draws on related industry experience, residential weatherization installation acumen, residential energy efficiency HVAC systems and products. Strong time management skills, ability to prioritize, effectively communicate, and professionally represent our utility client will be needed for the candidate to succeed in our multi-faceted environment. Candidates will need to be focused on meeting and exceeding key performance indicators and directly impacting the performance of the program.

The EEPC will help oversee and assist with the operational aspects of ongoing energy efficiency projects and serve as liaison between project management and participating partners with respect to project documentation submittals, project validation, database management, and partner management. Review's status of projects; prepares schedules, generates queries and project tracking for monthly production goals. The successful candidate will address project submittal issues and develop resolutions to meet productivity goals and objectives.

Responsibilities occasionally will also include raising industry awareness and participation from the trades/distributors as needed to meet program goals. This includes outreach to weatherization contractors, HVAC contractors, distributors, and related industry partners to raise program awareness, support recruitment efforts, and facilitate support needed for program participation goals. This includes contractor recruitment efforts, program presentations to the industry, trades, residential consumers, and various utility events and forums.

**Energy Efficiency Program Coordinator responsibilities include, but are not limited to:**

Supporting the implementation and integrity of energy efficiency projects:

- Close interaction with field personnel as well as customers, program partners, and utility.
- Work in a collaborative manner with utility client to ensure program meets all contractual obligations with a high level of customer satisfaction.
- Working with and utilizing our customer relationship management (CRM) database for project reviews and processing requirements.
- Data Analyst skills to identify trends and develop practices for efficient and accurate project processing.
- Outreach to contractors, distributors, and related industry partners to raise program awareness, support recruitment efforts, and facilitate support needed for program participation.
- Identify and escalate program/partner issues in a timely manner to the appropriate level of management.
- Network with trades and stakeholders for business development opportunities

- Deliver presentations designed to increase customer/trade awareness of program, support industry functions, outreach to distributors and new partners to increase enrollment.
- Identify and attend industry functions and meetings for recruitment and awareness efforts.
- Act as liaison between TRC, Utility, industry actors, and contractor community to effectively implement utility residential energy efficiency programs.
- Support reporting and program management requirements.

**Basic Qualifications:**

- Bachelor's degree or equivalent experience/combined education.
- Strong written and verbal communication skills.
- Windows-based software experience, including Word, Excel, Outlook, PowerPoint.
- Thrives in a fast-paced, rapidly changing environment.
- Ability to learn, understand and apply energy efficiency principles and mathematical models.
- Ability to multi-task to support concurrent priorities.
- Aptitude to effectively communicate, schedule meetings, and track tasks through completion.
- Proven ability to perform well in a team environment.
- Applicant will be required to have a valid NYS driver's license and have a safe driving history.
- Must be available off hours and weekends as needed to support marketing events on an as-needed basis

**Desired skills:**

- Demonstrated success in developing and maintaining customer, client, and vendor relationships with a high level of satisfaction.
- Professional presence with desire to improve processes and exceed program goals.
- Previous experience within utility, or energy efficiency, or weatherization industry.
- Ability to present program details to audiences for recruitment and participation requirements.
- Ability/Aptitude to network, build productive professional relationships, professional appearance.
- Interest in the Energy Efficiency/ carbon emission reduction industry or related technologies.
- Strong time management skills and a demonstrated ability to work in an independent manner and as part of a team.
- Aptitude for Microsoft Dynamics or other related CRM software.
- Aptitude for Microsoft SharePoint.
- Have current industry certifications or training.
- Direct experience with creating presentations, public speaking, and industry networking.

**Typical Minimums:**

- Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education.