

HVAC Program Assistant

Field Operations · Columbia, Maryland

[Apply for This Job](#)

Department

Field Operations

Employment Type

Full-Time

Minimum Experience

Entry-level

Compensation

Salary commensurate upon experience

PEG, LLC is in its twenty-sixth year being a diverse energy efficiency, engineering, environmental and management consulting firm operating principally in the Eastern and Central United States.

As a leader in Home Energy Ratings, a winner of multiple Energy Star Awards, and a standout in the construction industry, PEG has provided Home Energy Ratings for over 170,000 homes. We strive to continually improve building energy efficiency and therefore, the quality of homes and life in the communities that we service.

PEG LLC offers a comprehensive, total rewards package that includes competitive compensation and a flexible benefits package that reflects our commitment to creating a diverse and supportive workplace.

Please visit our website at www.pegenv.com to learn more about PEG!

Competitive Compensation Package with Full Benefits Includes:

- Company-issued Gas Card, Toll Pass, & Vehicle Maintenance Allowance (in addition to salary)
- Company-issued Uniforms, iPhone/iPad, Field Equipment/Tools including Personal Protective Equipment (PPE)
- Flexible Work Schedule – Year Round Employment – No Weekends – Monday to Friday Only!
- Visit a construction site and see the job in action during the interview process!
- Paid On The Job Training – Paid Professional Development through Learning/Certification Opportunities including PEG's HERS & HVAC Grading Certification Training Program
- Pay increases available for approved job-related certifications (RESNET/Energy Star/IECC)
- 20 Annual Paid Days Off (12 Days of Personal Time Off, Birthday PTO, 7 Company Paid Holidays)
- 401(k) Retirement Plan with up to a 4% company match vested immediately

- Company Sponsored Medical Insurance that includes a contribution of up to 50% off the monthly premium
- Dental & Vision Insurance, Short-Term & Long-Term Disability, Accident & Pet Insurance, Basic Life & Supplemental Life Coverage

THE ROLE

Be an integral part of the PEG Corporate Inspections Team.

After successfully completing the necessary training under the HVAC Program Manager's supervision, this position will be directly responsible for training field personnel on how to successfully adhere to PEG's HVAC Grading Program. The ideal candidate will be the Point of Contact for troubleshooting complex HVAC service calls, where they will analyze any issues identified and formulate a solution that can be communicated and implemented by HVAC Contractors.

The qualified candidate will be required to become a Certified HERS Rater, in addition to other certifications (i.e. HVAC Grading Field Assessor, QAD - Quality Assurance Delegate, etc) that will enable the candidate to successfully manage direct reports ensuring Home Energy Audits are completed in accordance with RESNET Guidelines. To learn more please visit www.resnet.us.

Respectful and excellent communication skills with not only the PEG Team but also PEG clients are required. As a representative of PEG, the ideal candidate must have formal training from a certified HVAC instructor at a technical institute, vocational/trade school, or possess a relevant degree/certification from a college or university. The candidate must be presentable, organized, self-motivated, detail oriented, solution focused, and dependable. The candidate must have a strong desire to learn and build upon their formal training.

Job Location:

The geographical area assigned to this position includes a 150-mile radius with Columbia, MD at its center. The candidate will cover Maryland, Delaware, and a part of the Pennsylvania market. Travel to other markets may be required.

Essential Functions:

Training will be provided to ensure that the employee can successfully achieve the functions listed in the following areas:

Start Process

- Manage complex service calls concerning comfort and airflow issues.
- Ensure thorough training of all assigned personnel in accordance to the ACCA 310 HVAC Grading and Air Balancing Program.

Quality Control

- Establish and enforce quality standards for the client.

- Monitor adherence to all phases of the client's established processes and PEG Programs.
- Assist in the resolution of any client issues that become apparent during the PEG's Quality Assurance Period
- Ensure the submission of all necessary documentation (including reports and pictures) for all inspections is completed and submitted within the required period.
- Assist in the completion of any requirements needed for the Quality Assurance Program.

Contractors

- Ensure we are maintaining a mutually beneficial relationship between contractors and clients
- Ensure adherence to the established ACCA 310 HVAC Grading and Air Balancing Program by contractors and clients
- Solicit feedback and provide support to clients for handling contractor conflicts and make final decisions regarding the resolution of issues

Client Satisfaction

- Resolve any client conflicts during the inspection process
- Follow up with client(s) after inspection to ensure they understand submitted documentation and answer any questions
- Ensure clients receive proper training on the ACCA 310 HVAC Grading and Air Balancing Program
- Review the client's feedback with respect to the ACCA 310 HVAC Grading and Air Balancing Program and implement any changes or improvements, wherever necessary
- Responsible for documenting any conversations with clients, subcontractors, and/or other parties in situations where there is potential for litigation

Miscellaneous Responsibilities

- Stay current on all codes and code changes and communicate information to management, as necessary
- Determine ways to execute all functions of the ACCA 310 HVAC Grading and Air Balancing Program as efficiently as possible, addressing any deficits, controlling cost, and improving client satisfaction
- Must have a good working knowledge of the company and the ability to communicate this information to clients and assigned personnel
- Ensure that all major client issues are immediately communicated to management
- Perform other relevant duties as assigned by the Company

Education and/or Experience

- 2+ Years of Formal HVAC Training
- Must have a strong foundational knowledge of HVAC layout, design, fabrication, and installation.

- Professional experience in HVAC Service, Install, or Repair experience within Residential and/or Commercial Construction is a plus!
- HVAC, EPA CFC 608 Universal, RESNET ACCA 310, or similar certifications preferred but not required
- Must be willing to obtain additional certifications/licenses as required

Physical Demands

- Must be physically able to fulfill job functions, including lifting up to 50 lbs, carrying equipment, climbing ladders, work in confined spaces, and using small tools and testing equipment
- Must enjoy working in the great outdoors

Additional Requirements

- Must have a valid driver's license, satisfactory driving record, dependable transportation, and the ability to travel daily for long periods to and from job sites
- Must be organized, dependable, self-directed, and able to complete projects with limited supervision
- Must be personable, well-groomed, and have the expert ability to effectively communicate with other disciplines or groups and resolve schedule conflicts
- Must be able to read, write, and comprehend technical instructions enough to be able to convey technical information in plain language
- Must be articulate and well-spoken
- Must have strong verbal and written communication skills and effective interpersonal skills
- Must possess the ability to describe and explain technical problems and solutions using non-technical terms
- Must have familiarity with Camera/Picture Documentation using iPad and/or iPhone
- Must have the ability to use a computer and have familiarity with Microsoft Excel, SharePoint, Microsoft Outlook, and Microsoft Word
- Must have excellent reporting skills, attention to detail, deadline-oriented, data entry management, and time management skills

PEG LLC is an Equal Employment Opportunity Employer.