

Job Description: Energy Advisor I

Date Created: November 2019 Updated: December 2020	Location: Jackson, Michigan + Northeast Part of MI
Reports to: Multifamily Field Leader	Department: Operations
FLSA Status: Non-Exempt	Niche: Energy Waste Reduction/Energy Efficiency

Company Overview

Walker-Miller Energy Services is a 20-year-old Detroit-based, core-values driven company committed to changing lives through energy efficiency. We create and manage customized energy waste reduction programs that help electric and gas utilities meet mandated energy savings goals.

Our experience driven philosophy of energy efficiency as economic development helps families and businesses save energy and save money. Through innovative, inclusive initiatives, we help build communities by creating local jobs, producing equitable energy savings for all rate payers, and spurring the growth of diverse local businesses.

Our operating philosophy is reflected in our core values. We refer to them as B-Hive:

- B - Boldly Go
- H - Humble Confidence
- I - Inclusive Stewardship
- V - Value Reputation
- E - Extraordinary Experience

Position Summary

We provide our utility clients with a wide range of energy-saving and renewable energy solutions. From individual utility customers and construction contractors, to utilities, municipalities, and government bodies, our clients have come to depend on our customized energy efficiency programs to help them to meet their energy saving goals.

This Energy Advisor I is primarily responsible for providing our services directly to homeowners, landlords, building owners and other utility customers. You will provide expert advice and coordination for our programs while recommending specific modifications to electric and/or gas systems; you will also convince prospective clients of the improved efficiency that our services will bring. This role combines field work with office time (typically 3 field days to 2 office days per week). You will also be working with others who are passionate about energy efficiency and making a positive impact on the industry.

Essential Duties and Responsibilities: This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

- Embrace and operate within the core values
- Ensure that successful outreach and program marketing is delivered to achieve program participation goals as well as weekly and annual key performance indicators (KPIs)

- Assist with developing outreach strategies to generate increased program participation
- Ensure that established daily performance goals are met through various outreach activities and event participation
- Advise internal teams on any relevant program concerns and recommend changes to current procedures based on field interactions and customer feedback
- Assist with communication messaging strategies for overall program to realize customer satisfaction enhancements
- Assist with establishing trade ally and contactors to generate leads through attending events and daily outreach efforts
- Complete relevant reporting as needed
- Performs related work as required

Education and Experience

- Some college or equivalent work experience.
- Proven successful track record in motivated sales and outreach efforts
- 1-2 years sales experience in Building Performance or equivalent
- Effective oral, written, and interpersonal skills
- Exemplary communication and presentation skills
- Ability to prioritize activities and meet established goals and deadlines
- Ability to work independently, take initiative, and handle a variety of activities concurrently
- Work well independently or in a team environment

Required Knowledge, Skills and Abilities

- Must be self-motivated, organized and have an ability to prioritize workload
- Must be flexible to handle a wide work variety and work at a fast pace
- Proficient in Microsoft Office, specifically Word, Excel and Outlook
- Strong data entry skills in entering information in tracking systems/databases
- Must be able to relate to and communicate effectively with varied socio-economic multiethnic individuals and/or groups
- Ability to communicate effectively, both verbally and in writing with customers, clients and employees
- Ability to analyze and interpret data and solve practical problems
- Knowledge of mathematical concepts such as fractions, percentages and ratios
- Reliable transportation

Certification(s) and License(s)

- Valid Driver's License

Travel Requirements

- Willingness to travel up to 75% of the time
- Willingness to drive to the following areas: Ingham, Calhoun, Jackson, Branch, Hillsdale and Lenawee

Physical Demands and Work Environment

- The employee is frequently required to stand, walk, kneel, crouch, and/or crawl
- Noise level is typically moderate
- May occasionally be exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock
- May occasionally be exposed to wet and/or humid conditions; extreme cold; extreme heat; and vibration. In these circumstances, the employee will be required to comply with the prevailing safety training in place according to the individual customer requirements
- Personal protective equipment including a hard hat, safety glasses and proper footwear must be worn when required by the job site
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Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.

The above information describes the general duties and requirements necessary to perform the principle functions of the position. This shall not be construed as a detailed description of all the duties and requirements that may be necessary in this position.

Walker-Miller Energy Services is an Equal Opportunity Employer