

Job Description: Field & Safety Project Associate

TRC Advanced Energy (TRC) is a globally known energy consultancy. TRC collaborates with clients to develop and implement market transforming programs and initiatives that promote electrification, energy efficiency, renewable energy, and green building in multiple market sectors across the US and worldwide. These initiatives reduce energy costs, improve the health and safety conditions of buildings, while also helping the environment by reducing greenhouse gas emissions. TRC is committed to addressing some of our country's most challenging issues: global climate change and energy independence.

TRC is seeking a Field and Safety Project Associate to lead our field efforts overseeing our subcontractor, managing program inventory, developing and maintaining field processes and tools, promoting best practices for field operations, and upholding safety laws, regulations and protocols. This position supports our Louisville Gas and Electric and Kentucky Utilities Income Qualified Solutions Program for single family and multifamily customers. This position will act as a liaison between our subcontractors and the program team. Internally, they will work with our operations, outreach, IT, management and support teams to achieve the client's energy efficiency and decarbonization goals. Externally, they will oversee our subcontractor's team of field auditors and installers to ensure the program participants of single-family homeowners and multifamily residential dwellers receive a positive respectful experience with the program. This position will also be responsible for performing QA/QC for projects to ensure that the products were installed correctly and abide by program standards. As a liaison between the program team and our subcontractors, they will forecast the equipment we need to order based on the program pipeline and the installers' schedules. The position will ensure all staff in the field will undergo the proper training and procedures periodically and that all field staff are accountable for upholding safety in the field.

The ideal candidate has strong communication skills to coordinate efforts between internal and external stakeholders to promote program success. They will have a strong understanding of residential building optimization and energy efficiency technologies. They will need the technical knowledge and experience to be a subject matter expert to oversee and QA/QC projects. The ideal candidate will have experience working with income qualified, hard-to-reach, disadvantaged communities, or affordable housing, and understand how to approach this community with sensitivity and respect. They will have a collaborative mentality and be able to work well with a cross-functional team to promote positive culture and ultimately achieve program goals. The ideal candidate is passionate for the sustainability and energy industry and excited to contribute to energy equity in the local communities.

APPLICATION PROCESS: Please submit a resume with 3 professional references. Cover letter optional but will allow the team to have additional insight into your qualifications.

Key responsibilities include:

- Liaison between internal program team and subcontractor company.
- Oversee program inventory of residential energy technologies and manage based on project pipeline and the subcontractor's installation schedule.
- Research vendor pricing and product availability to ensure the program performance remains on budget and on schedule.
- Ensure audits and installations are scheduled in a timely manner.

- Develop and maintain field data collection and reporting tools.
- Develop and maintain training, standard field operating procedures, field tools, safety guidance and best practices for subcontractor's field auditors and installers.
- Remove barriers and provide solutions for field reps.
- Maintain an appropriate level of technical proficiency to answer questions and guide the field team.
- Uphold safety regulations, laws, and values by promoting safety training, incident documentation, and safety best practices.
- Perform field QA/QC for installed energy efficiency, electrification, or building envelop optimization projects.
- Perform technical review of desktop applications to ensure program requirements are met.
- Ensure program participants had a positive experience with their energy upgrades.
- Maintain a balance of field work, without getting behind with desktop duties.
- Utilize Customer Relationship Management (CRM) system and update project status throughout the project's life cycle.
- Collaborate with internal team of operations, outreach, marketing, IT, management and support staff to achieve program goals.
- Provide status update of field activities to management team.
- Provide technical acumen and field expertise to support nontechnical staff.

Minimum Requirements

- Bachelor's degree with 2 years of experience OR 6 years of applicable experience in construction.
- Experience with single family or multifamily residential energy efficiency, electrification or building envelope design.
- Experience working with suppliers, contractors or installers.
- Excellent organizational and time management skills.
- Experience working with cross-functional teams to execute joint goals.
- Well spoken, expert communicator with strong written and verbal skills.
- Proficient in MS Office tools (i.e. outlook, word, excel, teams, sharepoint).
- Residency in Kentucky, with close proximity to LG&E-KU territories.
- Valid driver's license obtained prior to employment. Ability to travel within LG&E-KU territories up to 50% within LG&E-KU territories to meet with key stakeholders, community events, and property owners for outreach initiatives and perform QA/QC.
- Eligible to work in the United States.

Desired Skills and Experience

- BPI Certification, or desire to obtain.
- Experience with residential single family or multifamily property owners or managers.
- Experience with income qualified, hard-to-reach, disadvantaged communities.
- Advanced interface with CRM or project tracking system to update fields, reporting, suggest process optimization, test, and support users.
- Experience with SnuggPro or Dynamics365 CRM systems are highly desirable.
- Experience with utility incentive or rebate programs.
- Experience with energy field audits and installation.

- Experience leading technical staff and explaining technical needs to cross-functional teams.
- Self-driven and a team player with established critical thinking, analytical, and problem-solving skills.
- Strong teamwork skills that include highly effective communication in-person, over email, and over the phone.
- Ability to work independently and collaboratively with a team and customers.
- Ability to contribute to multiple projects simultaneously with demonstrated attention to detail.
- Awareness and familiarity with Kentucky energy efficiency landscape, related regulatory requirements, and key players.