

Neighborworks Community Partners – Energy Services Technician

About the Position

Our organization is committed to helping folks obtain, maintain, and sustain their homes. We are looking for a customer-service focused Energy Services Technician for a year-round NYSEERDAQ auditor on our front-line team. This position in our Energy Department is responsible for working with our clients and ensuring a smooth customer experience. Some days are spent in the field working directly with clients and others are spent in the office working with colleagues. This position provides support in the Niagara Falls, as well as Buffalo, NY areas. If you have a passion for helping others, an interest and expertise in energy efficiency and are looking for work/life balance, this role may be a fit for you.

ESSENTIAL FUNCTIONS

Program Implementation

- Performs BPI energy audits and test-outs, produces audit reports and project cost analysis
- Develops work scopes for project, contract projects with customers, resolves customer concerns and ensures completion of all required contract documents and reports
- Submits all data to NYSEERDAQ required for Green Jobs/Green New York energy audit approval, EmPower program approval, Home Performance approval, or other approvals available for reporting and project billing
- Maintains all files and records as necessary, and is accountable to production goals
- Assures that internal documents and project tracking are completed for each customer
- Maintains strong working relationships with all NCP partners, including NYSEERDAQ and BPI
- Maintains expertise with BPI standards and industry practices related to energy improvements in residential housing

Program Administration

- Submits all documents and data required for program reporting and project billing

- Assures compliance with regulatory statutes and NCP procedures and policies
- Maintains all files and records as necessary; assure that internal documents and project tracking is completed for each customer
- Assists with departmental reporting and program assessment

OTHER DUTIES

- Represents NeighborWorks® Community Partners in a manner that will foster the best possible relationships with potential customers, and community partners, including NYSERDA and BPI
- Assist with marketing NCP programs to the community, including Energy Services Outreach, which may include events as appropriate
- Accomplishes all other duties and tasks appropriately assigned or requested
- Exercises sound judgement, maintains confidentiality and follows policy and procedure
- Attend regular departmental and staff meetings
- Other tasks may be required to fulfill the objectives of the agency

EDUCATION & EXPERIENCE

- Must have BPI Building Analyst and Building Envelope or HVAC Certification, **or** the ability to obtain and maintain certifications
- A minimum of two years' experience in the energy services, HVAC and residential construction field is preferred
- Strong computer skills. Proficiency in Microsoft Office Suite (Outlook, Excel and Word), and Windows Operating System and NYSERDA Portal

KNOWLEDGE, SKILLS & ABILITIES

- Strong organizational and communication skills, with the ability to work in a fast – paced environment, managing multiple tasks and deadlines. Is attentive to detail and self – motivated
- Willingness and enthusiasm to learn and remain up-to-date on research, policy and best practices relating to energy services.
- Due to the high level of customer interaction that is instrumental to the success of this position, considerable attention will be given to the candidate's character and temperament
- Transportation is necessary and a valid driver's license is required.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; talk; hear. The employee will be required to stand, carry, reach, climb, pull, stoop, kneel, crouch, balance and lift and/or move up to 20 pounds. The employee may rarely be required to perform repetitive tasks. Specific vision abilities required by the job include close vision, peripheral vision, and depth perception.

The noise level in the work environment is usually moderate.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

Job Type: Full-time