

JOB TITLE	Program Specialist II / Quality Assurance Inspector
DEPARTMENT	Varies by Location
DATE	2023
REPORTS TO	Varies by Location
DIRECT REPORTS	0
FLSA (HR USE ONLY)	Non-Exempt

PRIMARY PURPOSE (Summary of major reasons this job exists)

The Program Specialist II is responsible for the day-to-day activities of the program including customer and technician/contractor contact to support the energy program. This individual also performs customer service, data entry, reconciliation, reporting, invoicing and overall program status updates. This individual will also be responsible for training and any fiscal responsibilities as needed. The Quality Assurance Inspector is responsible for inspecting projects to validate that prior work was done properly, and all cost-effective measures were addressed.

ESSENTIAL FUNCTIONS (Majority of duties performed, but not to be all-inclusive or to prevent other duties from being assigned)

1. Complete job approvals within all program databases and correct issues as they arise within the designated time frame for resolution.
2. Develop and maintain a thorough understanding of all programs.
3. Review reports for accuracy and data entry completion time.
4. Perform internal quality assurance as required of field staff to ensure quality and control levels are achieved, including complaint investigation, documentation and follow-up.
5. Assist in training field staff.
6. Collaborate with supervisors and managers to provide technical advice and resolve problems.
7. Prepare program reports as necessary for management, clients or others.
8. Attend program, client and/or management meetings as necessary.
9. Conduct work in compliance with OSHA and company safety procedures.
10. Perform post-inspections on previously completed work in buildings to accurately verify installations and the quantity of installed measures.
11. Verify, evaluate and document the work performed and report findings and recommendations as required.
12. Identify missed opportunities, which may include deeper measure opportunities, and provide feedback on technician work performance.
13. Interface with property management staff to ensure quality work.
14. Input and compile data for reports into the company database for review by management and in utility systems as needed.
15. Provide quality customer service and education customers regarding energy efficiency.
16. Manage supplied inventory materials and company issued equipment.
17. Conduct work in compliance with OSHA and company safety procedures.
18. Perform other duties as assigned.

JOB REQUIREMENTS (Experience, education, knowledge, skills & abilities required for competent performance in the job)

1. High School Diploma or equivalent required.
2. 2-3 years' industry related experience preferred.

3. BPI Building Analyst and Envelope certifications required.
4. Other certifications may be required by utility.
5. Strong organizational, project management, problem solving and prioritization skills necessary.
6. Ability to anticipate and prepare in advance for work and meet targeted goals.
7. Ability to communicate clearly and effectively, in speech and writing, with customers, staff, managers, supervisors, contractors and clients.
8. Resourcefulness to meet tight deadlines and flexibility with fluctuating priorities.
9. Perform the essential functions and physical demands of the position with or without accommodation.
10. Valid driver's license required, and use of personal vehicle may be necessary per location. Compliance with acceptable vehicle insurance levels as outlined in the company policy.
11. Proficient in Microsoft Office Suite.
12. Perform the essential functions and physical demands of the position with or without accommodation.

PHYSICAL REQUIREMENTS (The physical demands of the job)

1. Consistently spending time sitting, typing, talking, walking and using repetitive motion.
2. Frequent use of eye, hand, and finger coordination enabling the use of automated office machinery, such as a computer.
3. Physically active position which includes climbing, balancing, standing, walking, typing, talking, and hearing.
4. Frequent use of eye, hand, and finger coordination enabling the use of automated office machinery, such as a computer.
5. Oral and auditory capacity enabling interpersonal communication as well as communication through automated devices such as the telephone.
6. Visual capacity enabling frequent use of computer equipment, operating motor vehicles and/or heavy equipment and to make general observations of facilities or structures.
7. Heavy work: ability to exert up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently and/or up to 20 pounds of force constantly to lift, carry, push, pull or otherwise move objects.

WORK ENVIRONMENT

1. Indoor and outdoor environmental conditions. This may or may not include extreme cold temperatures below 32 degrees and extreme heat above 100 degrees.
2. Atmospheric conditions such as fumes, odors, dust, gases or inadequate ventilation.
3. Sufficient noise where the employee may need to shout.
4. Hazards such as proximity to moving mechanical parts, moving vehicles, exposure to chemicals, exposure to oscillating movements and working in high places.
5. Frequent close quarters such as narrow aisles or other areas that could cause claustrophobia.

CMC Energy Services, Inc. provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual preference or non-disqualifying physical or mental handicap or disability in each aspect of the human resources function.

REVIEW AND APPROVAL

EMPLOYEE: _____

MANAGER: _____

HUMAN RESOURCES: _____

DATE: _____

DATE: _____

DATE: _____