



JOB ANNOUNCEMENT

POSITION TITLE : **Program Supervisor, Weatherization Programs**
DEPARTMENT : **Energy Department**
REPORTS TO : **Energy Director/WX Program Manager**
WORK LOCATION : **1055 Wilshire Blvd., Suite 900E, LA, CA 90017**
EMPLOYMENT STATUS : **Exempt**

The PACE Energy Department provides Home Energy Assistance, Weatherization and other services to low-income residents of the greater Los Angeles area. These programs provide utility bill assistance and install measures to help improve the energy efficiency, safety and comfort of eligible homeowners or apartment renters. The new employee will be hired under a contract between PACE and the State of California Department of Community Services and Development (CSD) and utility providers, Southern California Gas Company (SoCalGas) and Southern California Edison (SCE) to implement the Energy Savings Assistance (ESA) Program and other programs under the Low Income Home Energy Assistance Program (LIHEAP) and the Department of Energy's Weatherization Assistance Program (WAP).

I. SUMMARY OF DUTIES:

The Program Supervisor will oversee the day-to-day operations of the Department's Energy Saving Assistance (ESA) Program contracts with Southern California Gas Company (SoCalGas) and Southern California Edison (SCE), as well as assist in the implementation of its other weatherization programs. The Program Supervisor shall manage and supervise the Program's enrollment, assessment, installation and field inspection work of the ESA Program and other weatherization programs of the Energy Department, including following:

1. Ensure that the program is implemented in the most efficient and effective manner and that the productivity, flow of enrollment, assessment, installation and inspections are compliant to program obligations and requirements. Track/monitor ESA Program staff performance, direct/review their day-to-day schedule and assist them as necessary.
2. Be responsible for ensuring all ESA Program requirements are met, appropriate staff and subcontractor training is conducted, attended and passed and all certifications, insurances and other requirements are submitted and current at all times. This may include completed training, certification/s and compliance to funding agencies' safety and program training procedures such as SoCalGas' Installation Standards (IS) and Policies and Procedures (P&P) Manuals, SCE's Inspections Guidebook, CAL OSHA and Workers Compensation, to name a few. As necessary, provide appropriate technical training and support to staff and subcontractors.
3. Spearhead the marketing and outreach campaign for ESA Program to gain maximum exposure to potential SoCalGas/SCE customers and encourage participation. She will create and/or assist in identifying strategic campaigns or other promotion that will elicit active or increased participation of targeted customers.
4. Represent PACE/Energy Department at meetings, conferences and training, with regular travel involved.
5. Respond to/provide appropriate response to inquiries from SoCalGas, SCE, PACE and the public about program operations and other programmatic requirements, issues and/or concerns in a timely manner.
6. Be responsible for the recruitment, hiring, training, performance evaluation as well as relieving staff and/or ESA Program subcontractors.
7. Prepare the necessary reports and program updates as required and ensure the timely submission of field inspectors/assessors and enrollment as well as installers' reports.
8. Review monthly invoices for work completed and submit these to SoCalGas and SCE for appropriate reimbursement/payment.
9. Will be rotation for Emergency/On Call and/or weekend assignments.
10. Assist in the implementation of the other Energy Department weatherization programs funded by federal and state agencies.

11. Perform all other tasks as may be assigned from time to time.

II. SPECIFIC POSITION RESPONSIBILITIES & DUTIES:

SoCalGas

- Monitors and supervises the work performed in the marketing, outreach and enrollment of SoCalGas customers and the installation of weatherization measures or services at their homes;
- Ensures staff and/or subcontractors have the necessary training, qualifications licenses and certifications to perform ESA Program work;
- Assigns enrollment and assessment work on referred unit/s to appropriate staff;
- Reviews assessed eligible measures against therm savings and cost targets;
- Prepares work orders and assigns performance of identified measures to appropriate staff and/or subcontractor/s;
- Reviews completed work report against work orders, including invoices for completed work;
- Inspects all completed/installed measures for compliance to the Installation Standards (IS) and Policies and Procedures (P&P) Manuals, and other program health and safety measures/guidelines;
- Ensures any work fails are handled in the most expeditious manner as per program guidelines;
- Reviews and/or prepares regular reports to management and SoCalGas;
- Handles any customer or public issues in a timely manner;
- Monitors work of field and office staff as well as subcontractors and prepares performance evaluation of work performed on a regular basis;
- Represents PACE in meetings, training and conferences, as needed;
- Performs all other work that may be assigned from time to time.

Southern California Edison

- Supervises and manages the overall operations of the contract, including quality assurance/inspections work for SCE's Core/BE Pilot and PP & D Inspections, Re-Inspections and required testing/s.
- Assists in the formulation of feasible plans and/or strategies to meet the program's goals, contractual obligations as well as fiscal targets;
- Ensures that staff assigned have the required training, licenses and certifications to work;
- Reviews list of inspections assigned by SCE and distributes these to appropriate field inspectors;
- Reviews completed inspections for compliance by conducting random inspections and/or spot checks;
- Ensures inspectors/assessors' work meets the standards of SCE Inspections Guidebook and all contract standards and specifications.
- Prepares and/or reviews program information materials, invoices and reports for submission to PACE management and SCE, as needed;
- Prepares regular reports concerning performance, as well as other reports that may be requested to assist in the effective and efficient implementation, monitoring and evaluation of the program;
- Attends SCE and PACE program training, meetings and conferences, as necessary;
- Responds to SCE, staff and clients' inquiries concerning work matters in a timely manner;
- Provides training and technical support to inspectors concerning program standards and monitors compliance to program requirements to meet training, certification and other requirements;
- Conducts periodic and annual performance review of overall program and recommends appropriate action concerning results of performance review to the Energy Director and Weatherization Program Manager.
- Performs Lead Hazard Screenings and Clearance Inspections as needed;
- Performs other duties as may be required by the Energy Department Director and/or Program Manager.

III. QUALIFICATIONS, EXPERIENCE AND SKILLS:

- AA Degree in Business or related field, BA highly desired. However, relevant work experience may be considered in lieu of AA degree
- Must have extensive knowledge and experience in the Energy Saving Assistance (ESA) Program and weatherization programs in general

- Must complete and pass the training and tests given by SCG's and SCE's ESA Program on all types of inspections, assessments and installations to be performed for under the contracts awarded by these utility companies
- Must have current certificates or licenses required by SGC and SCE to undertake and/or supervise outreach, enrollment, installation of energy efficiency measures and supervise/inspect repair or replacement of HVAC, furnace and water heaters in customer homes
- Holds an HISR certificate; possession of HERS Rater; BPI Certifications highly desired
- Possesses other certifications as Lead Inspector/Risk Assessor issued by the State of California desired
- Experience and ability to prioritize program responsibilities and move program to meet targets at established deadlines
- At least 3-5 years' experience in project management, budgeting, conducting training and supervising a team/staff with a demonstrated ability to reinforce teamwork and internal cooperation and communication among field and office staff
- A problem-solver, multi-tasker and thrives on challenges and finding solutions "outside the box"
- Excellent oral and written communication skills with proven track record in providing satisfactory customer service
- Comfortable attending meetings and conferences representing PACE, as well as conducting training sessions for staff on a one-on-one as well as classroom setting for a group
- Ability to effectively interface with peers, customers and the public in general
- Self-motivated, driven, great work ethic, requires minimum supervision
- Knowledge of Microsoft Office, familiarity in accessing and navigating digital and web-based portals, as well as the ability to generate statistical reports
- Professional demeanor and appearance

IV. SPECIAL REQUIREMENTS:

- Candidate must pass employment background verification and a pre-employment physical examination that includes drug and alcohol screening.
- Candidate must have a reliable automobile and adequate insurance coverage throughout employment with the program. Candidate must possess a valid California driver's license with a good driving record.
- COVID vaccination required; must have two-dose series of Pfizer or Moderna or a single-dose of Johnson & Johnson. Those that need a medical or religious exemption must reach out separately.

V. PHYSICAL DEMANDS:

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 sit; use hands to finger, handle, or feel and talk or hear. The employee may be required to work in confined spaces like attics or crawl space of homes and may be exposed to hazardous materials, loud noises and extreme hot or cold temperatures. The employee is frequently required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is regularly required to stand and walk. The employee must be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

VI. COMPENSATION: \$35- \$40/hour (depending on experience), plus generous fringe benefits.

VII. APPLICATION PROCEDURE:

Interested applicants should **submit a cover letter, resume and fill out an application form** at www.pacela.org.

PACE is an equal opportunity and affirmative action employer. PACE does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities.