



UNION JOB DESCRIPTION

TITLE: Energy Efficiency Program Consultant Level 1 and 2

DEFINITION:

Provides program and customer support on residential and commercial energy efficiency programs. Conducts field inspections and audits; performs energy management research and analysis on energy management programs; ensures compliance with various program and Federal and State specifications. Represents the District at community events and fairs; provides customer service for conservation related escalations and customer inquiries.

DISTINGUISHING CHARACTERISTICS:

Two (2) levels exist within this position with progression steps from Level 1 based on time. Level 1 is a bid classification with the District selecting the successful candidate. Progression to Level 2 is automatic following two years at Level 1. This position (at both Levels 1 and 2) requires periodic rotation and reassignment within department to maintain proficiency adequate to perform relief for vacation, sickness, heavy workloads, etc.

ENERGY EFFICIENCY PROGRAM CONSULTANT – LEVEL 1 BASIC RESPONSIBILITIES:

1. Assists in program administration, directly interfacing with customers in person, phone, or electronic interface.
2. Develops and prepares written reports, bulletins, and letters for staff, customers, contractors and installers regarding resource program specifications and operations; makes oral presentations regarding energy education and energy resources.
3. Assists in developing forms, procedures and standards for new and existing energy resource programs. Recommends changes to procedures, processes and standards.
4. Trains staff and non-District personnel regarding various energy program specifications and associated regulations.
5. Resolves customer and trade ally complaints.
6. Maintains current knowledge of policies and regulations that impact the District's energy efficiency programs.
7. Monitors and reviews various processes for compliance by staff and installers with District specifications and regulations on energy efficiency measures.
8. Reviews and approves drawings, plans and diagrams from customers, contractors and installers asking for special application techniques for energy-saving measures.
9. Conducts field inspections and audits of new and existing residential and commercial structures. Prepares and analyzes written audit reports using computer modeling. Makes recommendations to customers on energy and cost saving programs.
10. Assists in researching, analyzing, and interpreting specifications and regulations for energy efficiency programs ensuring compliance with various program and Federal and State specifications; coordinates with other agencies staff as appropriate. Makes recommendations for changes to management.

ENERGY EFFICIENCY PROGRAM CONSULTANT – LEVEL 1 BASIC RESPONSIBILITIES: (continued)

11. Performs energy management analyses while meeting the District's energy efficiency, distributed energy resources, demand response, and other various resource objectives in accordance with Federal and State laws.
12. Represents District interests at designated meetings with private and governmental agencies.
13. Interprets and applies resource program specifications regulations for energy efficiency programs; provides information and advice on energy efficiency and energy uses to internal and external customers, contractors and installers.
14. Reviews and/or approves customer and/or builder requests for energy efficiency programs ensuring compliance with various program and Federal and State specifications (WSEC).
15. Assists in the review of quality assurance related to energy efficiency programs such as field audits with trade allies, contractors, and other third-party vendors.
16. Assists in the development, analysis and evaluation of energy efficiency projects and programs.
17. Provides coverage for the Energy Hotline.
18. Represents the District at community events and fairs. Provides educational presentations on energy efficiency topics at schools and community groups and conducts energy efficiency seminars/classes for the community.

OTHER RESPONSIBILITIES:

1. Performs other associated duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Business concepts/theories/practices.
- Computer applications including word processing, spreadsheets and data bases.
- Construction standards, techniques, terminology, and components.
- Customer service techniques and practices.
- Fundamentals of economic analysis and research techniques.
- Technical aspects and applications of current energy efficiency practices.

Ability to:

- Communicate effectively with all levels of the organization, the public, commercial and industrial customers.
- Effectively carry out the District's energy efficiency initiatives.
- Effectively handle simultaneous assignments and tasks.
- Learn, interpret and apply related codes, regulations, policies and procedures.
- Learn, interpret and apply District directives, policies and procedures.
- Learn to perform energy audits and inspections.
- Perform technical review to ensure that projects comply with guidelines and standards of energy efficiency programs.
- Plan and conduct training and informational meetings with District staff and external customers.
- Plan and organize work, incorporating changing District priorities and meet critical timelines/deadlines.
- Research, analyze, interpret and resolve problems.
- Use independent and discretionary judgment.

MINIMUM QUALIFICATIONS: (continued)

- Use PC desktop applications (e.g., Microsoft Word and Excel), District systems and databases.
- Work in a team environment with a strong customer focus both internal customers and external customers.

Education/Experience:

- Bachelor's Degree in Business, Energy Management or related field or the equivalent combination of education and energy service and/or customer service experience in an electric utility.
- Successful completion of a collaborative interview process.

License or Certification:

- Valid Washington State Driver's License.

ENERGY EFFICIENCY PROGRAM CONSULTANT – LEVEL 2 BASIC RESPONSIBILITIES

The Energy Efficiency Program Consultant – Level 2 must be able to perform any of the Energy Efficiency Program Consultant – Level 1 assignments as well as the typical work listed below. Minimum qualifications are in addition to those listed for the Energy Efficiency Program Consultant – Level 1.

1. Conducts field inspections and audits of new and existing residential and commercial structures that are complex in nature. Prepares and analyzes written audit reports using computer modeling. Makes recommendations to customers on energy and cost saving programs.
2. Researches, analyzes, and interprets specifications and regulations for complex energy efficiency projects ensuring compliance with various program and Federal and State specifications; coordinates with other agencies staff as appropriate. Makes recommendations for changes to management.
3. Interprets and applies program specifications regulations for complex energy efficiency projects; provides information and advice on energy uses to internal and external customers, contractors and installers.
4. Reviews and/or approves customer and/or builder requests for complex energy efficiency projects ensuring compliance with various program and Federal and State specifications; coordinates with other agencies staff as appropriate.
5. Coaches, mentors, and provides training to other staff.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Communication and presentation concepts and techniques.
- Report and specification writing techniques and practices.
- Advanced research and analysis techniques.
- Advanced technical aspects and applications of current energy efficiency practices.

Ability to:

- Research, analyze, interpret and resolve complex problems.
- Perform complex technical review to ensure that projects comply with guidelines and standards.

MINIMUM QUALIFICATIONS: (continued)

Experience/Education:

- Two years' experience as Energy Efficiency Program Consultant – Level 1 at the District.

WORKING CONDITIONS:

- Depending upon assignment, duties may be performed primarily in the field or in an office environment and may require travel to business meetings.
- Incumbent may be required to go to work sites to inspect contractor's work and may be required to stand, bend or crawl under buildings and in attics for extended periods of time, with exposure to fiberglass dust and other insulation dust; hot electrical wires, extreme temperatures, and inclement weather.
- The incumbent may be required to climb ladders and lift up to 50 lbs.
- Required to do extensive driving including inclement conditions.
- Duties performed in an office environment require the repetitive use of a computer, keyboard and mouse.
- Work hours may be required outside the normally scheduled workweek for attendance at presentations, meetings, trade shows, fairs, etc.