

**STATE OF CALIFORNIA  
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT  
DUTY STATEMENT**

Employee Name	Classification Name AGPA	Position Number 016-232-5393-001
Division/Unit Energy and Environmental Services	Date	Prior Incumbent Prior Pos # (if applicable)

**SUMMARY OF RESPONSIBILITIES**

Under the direction of the Staff Services Manager I, Energy and Environmental Services Division, Department of Community Services and Development, the incumbent is responsible for performing a variety of technical and analytical duties as part of the Quality Assurance Inspection (QAI) unit, and is responsible for maintaining the effective administration of the Low-Income Home Energy Assistance Program (LIHEAP), and Department of Energy Weatherization Assistance Program (DOE-WAP) Inspection Programs. Using a variety of technical, communication, and analytical skills, the incumbent provides management assistance in programmatic planning, policy development, and support consistent with Federal and State laws, rules, and accepted departmental policies. Duties include, but are not limited to:

**DESCRIPTION OF ESSENTIAL FUNCTIONS:**

**40%** Conduct on-site, ride-a-long field visits to evaluate the performance of third-party inspectors in conducting Quality Assurance Inspections (QAI) for Energy-Funded Providers in accordance with Weatherization Installation Standards (WIS), CSD Weatherization Policies and Procedures, Health and Safety Requirements, Construction Standards, and Dwelling Code Compliance. Perform 3<sup>rd</sup> party inspection services for newly formed or rural Providers. Conduct in-home inspections of recently weatherized single family and multi-family units to determine compliance with CSD Weatherization Installation Standards. Identify weatherization deficiencies that may affect the living conditions or health and safety of the occupants. Coordinate a minimum of five percent (5%) and up to twenty five percent (25%) regular and enhanced dwelling inspections with third party inspector utilizing client records obtained from CSD's Energy-Funded Providers as mandated by DOE. Prepare inspection reports to Energy-Funded Provider outlining findings and recommendations observed on the quality of work deficiencies identified during the inspection visit requiring corrective action. Ensure corrective actions are taken by the Energy-Funded Provider to correct any weatherization deficiencies found.

**40%** Assess Energy-Funded providers weatherization data to develop monthly inspection assignments for third-party inspector to achieve goals outlined under the DOE, and LIHEAP Programs. Perform first level review of monthly expenditure reports for accuracy and follow-up with third-party inspector. Monitor the QAI program to ensure that it fully complies with LIHEAP/DOE federal and state law requirements and CSD policies. Produce statistical reports to identify trends and/or discrepancies in inspection results for each energy funded provider and report to Management deficiencies noted. Analyze current flow of information and availability of data to meet DOE and other funded program requirements, short and longer-term. Identify additional needs and means for streamlining information sharing. Assist with the development of ongoing tracking/utilization tools for field staff and CSD management. Tools are to inform/determine corrections in the QAI at the local and statewide level and to facilitate successful goal attainment of all funded Weatherization projects. Oversee the analysis, revision, and development of data collection and reporting tools for the DOE program in particular; as appropriate, adapt to other funded WAP programs. Work collaboratively with division staff to ensure timely development and implementation of data collection and reporting tools. Develop metrics for analyzing information to assess performance. Respond to incoming

calls on the toll-free Training and Technical Assistance hot line. Conduct the necessary research to ensure correct information is being disseminated through the hot line that pertains to Weatherization Installation Standards, Federal and State Laws and Regulations, Health and Safety of Buildings, Construction Standards, and Dwelling Code Compliance for the Weatherization Programs. Maintain a registry of Frequently Asked Questions received through the toll-free hot line.

- 20%** Obtain the necessary trainings mandated by DOE to perform QAI inspections. Assist in the development of QAI policies and procedures as part of CSD's current monitoring process/desk manual. Identify agencies that require training and technical assistance on inspections. In coordination with the Staff Services Manager I, develop and provide training to ensure that third-party inspectors, and local administering organizations are informed of program eligibility requirements, monitoring and inspections standards. Conduct special inspection visits and investigate whistle blower complaints to Energy-Funded Providers as needed to investigate issues raised regarding the performance of the contractor. May assist in the development of Request for Proposals to solicit third party inspection providers and training and technical assistance providers. Perform other special projects as necessary. Represent the Department at various stakeholder meetings, workgroups, and quarterly provider meetings as required.

**Supervision Received:**

Incumbent receives supervision from the QAI Staff Services Manager I, and may receive direction from the Staff Services Manager II, the Assistant Deputy Director, and the Deputy Director of the Energy and Environmental Services Division.

**Supervision Exercised:**

None

**Administrative Responsibility:**

Adhere to all applicable Federal and State law and/or regulations related to contracts that Low-Income Home Energy Assistance Program (LIHEAP), and Department of Energy Weatherization Assistance Program (DOE-WAP). Also, adheres to departmental and unit policies and procedures.

**Personal Contacts:**

The incumbent is in daily contact with departmental management and program staff, CSD's contract network, and other Federal and State agency personnel.

**Actions and Consequences:**

Failure to comply with or assure compliance with applicable Federal or State law regulations, and other contract requirements may result in the loss of funding, ineffective services to contractors and the low-income population served.

**Performance Expectations:**

- Represent CSD in a positive and professional manner.
- Review monthly inspection reports timely and notify Quality Assurance Manager of issues resulting from review.
- Prepare ongoing inspection assessment of agencies by deadline established, and address performance concerns with Quality Assurance Manager to determine course of action.
- Develop a positive rapport with CSD's third party inspector.
- Plan and schedule to attend regularly scheduled Unit, Division, and LIHEAP Service Provider meetings.
- Travel to all areas of California as assigned.

- Coordinate on-site inspection visits effectively and within the required timelines as defined within the unit.
- Be a Team Player – Cooperate to achieve the department’s mission, vision, goals by leading and actively contributing to intradepartmental project teams.
- Work cooperatively with Departmental staff.
- Work in close collaboration with the Field Operations unit on any issues concerning individual agencies.
- Work in close collaboration with the Energy Technical Staff, Information Technology Staff, and all other units of the Department.

**Characteristics:**

- Customer Service – Personifies CSD’s number one objective, which is to provide clear, correct, courteous, complete, concise and competent services to all internal and external customers.
- Credibility and Integrity – Understands internal and external customers and has a true desire to build credibility. Has a personal compass composed of clear principles. Demonstrates the highest professional and legal ethics.
- Teamwork – Cooperates to achieve the department’s mission, vision and goals by leading and actively contributing to intradepartmental project teams.
- Vision – Understands the context and mission of the Department both internal and external. Awareness of the Department’s critical issues, and anticipates and influences the future. Has the ability to organize for success.
- Accountability – Makes decisions and remains accountable for those decisions.
- Reliability – Understands the importance of meeting timelines and work priorities.
- Staff Development – To best serve both our internal and external customers, CSD’s management team reflects, understands and is sensitive to the diversity of the people we serve.

**Job Requirements:**

The incumbent is required to perform the essential functions of the position including the ability to sit, stand, speak, hear, see, type, use a personal computer, read, comprehend and follow written instructions, manuals and correspondence, and use reasonable judgment and logic, and travel.

**I have read and understand the duties assigned as described above.**

**YES**

**NO**

\_\_\_\_\_

\_\_\_\_\_

Can you perform the essential functions of the position with or without reasonable accommodation?

**(If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from the Human Resource Office, Reasonable Accommodation Coordinator.)**

\_\_\_\_\_  
Incumbent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Supervisor Signature

\_\_\_\_\_  
Date