**About the Job**

PG&E’s Energy Savings Assistance (ESA) Program assists income-qualified residential customers in reducing their energy use and costs while increasing their comfort, health and safety. Nexant is responsible for administering and overseeing the work performed by a network of energy efficiency contractors.

The Representative will be responsible for oversight and quality assurance of work performed by the program contractors. This is a telecommuter role working in local customer homes and/or contractors offices in the Bay area most of the time.

Occasional work in Nexant’s San Francisco office and/or home offices may be required. Occasional regional travel for training or other purposes may be required.

If you are passionate about helping others save energy and enjoy being on the go, this job is for you!

**Duties and Responsibilities**

• Provide quality assurance for all work performed by contractors; make decisions; solve problems; develop procedures; develop records/files; conduct meetings; represent Nexant/program at internal and external meetings

• Conduct inspections of worked preformed in customers’ homes ensuring that all work is in compliance with all safety and quality standards

• Provide periods of instruction, covering program rules and procedures, safety policy, customer service and basic construction standards

• Ensure contractors’ employees are in compliance with program policies, state laws and local regulations

• Ensure that contractor’s staff and any individuals who will be working in the ESA Program have been trained in ESA Program policies and procedures and have completed all required training

• Conduct oversight and evaluation of work performed by contractors

• Be a key resource for contractors, serving as the expert on all aspects of the ESA Program

• Provide Nexant Field Manager with weekly reports on all contractor activities

• Communicate and coordinate project activities with utility representatives, home owners and other stakeholders, as needed

• Promptly and accurately address customers and contractor concerns to assure problem resolution and promote long-term productive relationships. Understand the organization and decision-making process in order to work with stakeholders in determining project eligibility, schedule and contract compliance

• Other duties as assigned.

**Qualifications**

• Associate's or Bachelor's degree preferred, High School diploma or equivalent required

• 3+ years of relevant experience preferred

• Must be able to travel locally up to approximately 4 of 5 work days each week

• Exceptional written and verbal communication, and interpersonal skills

• Proficiency in either Spanish, Chinese, or another common Bay Area language is desirable but not required.

• Valid California Driver’s license and a clean driving record

• Proficient in MS office suite (including Word, Excel)

• Experience in California Low Income Programs is desirable

• Experience in building science, construction, and contracting is strongly preferred

• NGAT or BPI Certification is preferred

**Salary and Benefits (U.S.)**

Nexant offers competitive salaries based on candidate's qualifications.

Nexant also offers three weeks paid vacation per year, eleven paid holidays per year, a 401(k) plan with employee matching funds and an overall comprehensive benefits package.

Nexant, Inc. is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

**About Nexant**

Nexant is a globally recognized software, consulting and services leader that provides innovative solutions to utilities, energy enterprises, chemical companies and government entities worldwide. Founded in 2000 and headquartered in San Francisco, Nexant and its 500+ employees work from 32 global offices providing deep technical expertise and regional knowledge to improve customer engagement, boost operational efficiency, reduce costs and achieve superior business results.

Nexant supports clients through three distinct business units:

• Nexant Energy Software has developed and commercialized a number of industry-leading software platforms and applications, including Nexant iEnergy®, Nexant Grid360™, and Nexant iHedge®

• Nexant Utility Services works with clients to drive customer energy savings, ensure cost-effective program design, implementation and management, and promote customer engagement

• Nexant Energy & Chemicals Advisory provides strategic planning, project development, competitor analysis, market and price forecasting, and NexantThinking™, a subscription program and online product portal.

***Every day, Nexant employees partner with customers to reimagine the world we live in and create a more sustainable energy tomorrow.***