



## **Weatherization / Quality Control Inspector**

Resource Innovations is an environmental consulting company specializing in energy and water efficiency, helping and empowering people to make smart resource choices. With deep roots in energy efficiency program design and implementation, Resource Innovations is leading the industry with innovative program solutions, working with community organizations toward a collaborative economy.

### **JOB DESCRIPTION**

Resource Innovations is seeking a **Weatherization / Quality Control Inspector** to join our team in Chicago, Illinois. This position will support the delivery, execution and evaluation of programs and projects across Company's operations by conducting in-field project inspections, working with complex data sets, and completing data validations within the software platform. This position works closely with trade allies, customers and internal team members to review weatherization and energy efficiency project specifications for adherence to program guidelines, conduct residential single family and multi-family comprehensive home retrofit inspections, and work with our partners to identify and implement solutions. The Quality Assurance Analyst must be able to work effectively across teams and independently.

### **KEY RESPONSIBILITIES**

- Conduct onsite inspections in single family residences, small multi-family tenant units and large multi-family properties, write assessment reports, and provide solutions to assist trade allies in remediating failed inspections
- Develop and implement quality assurance / quality control ("QA/QC") requirements and implementation plan
- Provide education, training, and coaching to trade allies to minimize failed inspections, mitigate faulty workmanship, and remedy failures when they occur
- Leverage best practices and continuous improvement to implement long term solutions in partnership with the client and Resource Innovations' Program Managers
- Generate weekly, monthly, and ad hoc reports to audit, monitor and measure performance and relevant metrics
- Manage the process of regularly reviewing and updating critical program documentation including field verification guides and forms, processing manuals, and policy and procedure manuals
- Work with clients, internal team members and subcontractors to ensure reporting and invoicing requirements are met
- Support establishing systems for data collection, reporting, record keeping, recurring and ad hoc analysis in support of project implementation efforts
- Support budgeting and financial management, produce invoicing, forecasts and projections
- Ability to perform, interpret and articulate research and data analysis, and assist in the development of client, customer and partner presentations
- Travel between 25% to 50% of the time (primarily in Northern Illinois) and other tasks required

### **KEY SKILLS**

- Ability to produce, analyze and manipulate large data sets
- Excellent organizational skills
- Ability to deal with ambiguity, as well as balance strategic and tactical thinking
- Experience leveraging business intelligence software (e.g. Salesforce or Tableau) and tools to support analysis, reporting and visualization

- Strong written and verbal communication skills
- Ability to work in a fast-paced environment, managing multiple projects and collaborating with cross-functional teams under tight deadlines
- Ability to apply detailed knowledge of organizational procedures to make independent decisions and serve as a credible resource for senior management team

## **REQUIREMENTS**

- Education: Associate's Degree or greater in Business, Mathematic, Statistics, Finance, Information Management, Economics, Energy, Sustainability or similar
- Two (2) plus years of professional experience (internship-based experience may be considered)
- One of the following certifications:
  - BPI Building Analyst,
  - BPI Multifamily Building Analyst Certification, or
  - RESNET HERS Rater certification
- Proven success working with teams to analyze programs and recommend changes to support continuous improvement, and provide the highest quality offerings to customers
- Ability to comprehend technical concepts and provide context for real-world application of project outcomes
- Salesforce and/or Customer Relationship Management (CRM) system experience
- Exceptional analytical and problem-solving skills
- Highest ethical standards
- Excellent listening and interpersonal skills
- Positive, action-oriented attitude showing initiative and creativity
- Ability to collaborate well at all levels within an organization, and a team-player
- Advanced proficiency in the use of Microsoft Office Suite

## **EQUAL OPPORTUNITY EMPLOYER**

Resource Innovations is an Equal Opportunity Employer, committed to ensuring equal employment opportunities for all job applicants and employees without regard to race, color, religion, national origin, gender, age, disability, marital status, genetics, protected veteran status, sexual orientation, or any other protected status. In addition to federal law requirements, Resource Innovations complies with applicable state and local laws governing non-discrimination in employment in every location in which the company does work.

The above job description and job requirements are not intended to be all inclusive. Resource Innovations retains the right to make changes or adjustments to job descriptions and/or job requirements at any time without notice.