



TECHNICAL ANALYST

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 Technical Analyst to join our team in Peoria, Illinois. The position is ideal for a person with excellent technical skills and energy engineering experience in calculating energy saving estimates, energy auditing, and communicating technical issues within the project team while working closely with contractors, suppliers, architects, and project engineers. The successful candidate will also collaborate with community organizations and leaders; develop short and long-term coordination plans to effectively engage and monitor the participation of community-based organizations; hold community-based organizations accountable to metrics and goals, tracking and monitoring progress; actively lead community-based program implementation activities; develop trusted relationships with clients, industry, stakeholders, and program contacts; and respond to client requests.

KEY RESPONSIBILITIES

- Manage and implement the field and internal verification process across multiple programs and clients including the selection and review of assignments, track performance against metrics, and ensure all necessary forms and materials are completed
- Conduct onsite home inspections, write assessment reports, and provide solutions to remedy failed inspections
- Develop and implement 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
- Review program QC findings, report and remedy inaccuracies
- Identify root cause analyses and recommendations as required for client facing reports
- Generate weekly, monthly, and ad hoc reports to audit, monitor and measure performance and relevant metrics
- Coordinate with Program Managers, Community Outreach Manager, and Community Action Agencies across clients and programs

- Manage the process of regularly reviewing and updating critical program documentation including field verification guides and forms, processing manuals, and policy and procedure manuals.
- Regularly include updated industry trends and insights into policies and procedures manuals to ensure program materials are most relevant
- Meet with Customer Service/Processing lead regularly to ensure best practices and continuous improvement initiatives are aligned and implemented effectively
- Develop, manage, and foster partnerships with subcontractors, community groups, and other industry affiliates/stakeholders
- Leverage relationships with community groups to support program and develop continuous improvement plans

KEY SKILLS

- Excellent verbal, interpersonal and written communication skills
- Exceptional analytical, problem-solving and decision-making capabilities
- Team player with the ability to work in a fast-paced environment while handling multiple priorities
- Sound business ethics, including the protection of proprietary and confidential information
- Proficient skills with Microsoft Office Suite, CRM tools
- Customer service focus
- Ability to apply detailed knowledge of organizational procedures to make independent decisions and serve as a credible resource for senior management team

REQUIREMENTS

- Bachelor's Degree in Engineering (preferred) with minimum of 3 years experience
- Must have prior experience in energy efficiency or similar technologies
- Experience with Commercial or Residential HVAC, Compressed Air, or Industrial Process technology
- Must be a team player capable of multitasking and working several complex and diverse tasks. She/he must be well organized, reliable, conscientious, and be capable of managing resources and schedules to meet deadlines. CEM or LEED certification is a plus
- Technical experience with energy efficiency, energy efficient audits, or combined heat and power technologies
- Must be able to conduct project tracking and have been in a previous technical role in an energy efficiency or similar technical environment
- Familiarity with the International Energy Conservation Code (IECC) or ASHRAE Efficiency Standards
- BPI Building Analyst and Envelope certifications preferred
- Proficiency with Microsoft Office Products, especially Microsoft Excel

- Must be able to work cooperatively and contentiously on a technical team, along with working with non-technical team members
- Must have well developed communication skills and be able to express thoughts and ideas clearly and concisely in both verbal and written format
- Positive, patient and friendly attitude
- Excellent English oral and written communication skills

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.