

QA/QC Specialist

Company Overview:

Walker-Miller Energy Services is a 24-year-old Detroit-based, core-values driven company committed to changing lives through energy efficiency. We create and manage customized energy waste reduction programs that help electric and gas utilities meet mandated energy savings goals.

Our experience driven philosophy of energy efficiency as economic development helps families and businesses save energy and save money. Through innovative, inclusive initiatives, we help build communities by creating local jobs, producing equitable energy savings for all rate payers, and spurring the growth of diverse local businesses.

Our operating philosophy is reflected in our core values. We refer to them as BEHIVE:

B - Boldly Go

E – Embrace Equity

H - Humble Confidence

I - Inclusive Stewardship

V - Value Reputation

E - Extraordinary Experience

Position Summary

The Quality Assurance Specialist will be relied upon to be the Quality Assurance/Quality Control “eyes and ears” of the program in the field. This individual must be willing to uncover operational successes and challenges and articulate these issues back to the Program Team with the goal of continually improving field operations.

The Specialist will be called upon periodically to work with the Quality Assurance Manager in making presentations to internal (e.g. Program Managers, program staff) and external stakeholders, notably clients who are very interested in what Walker-Miller Energy Services is doing to uncover both successes and challenges with the company's current programs.

The successful candidate is curious, professional, self-motivated, and articulate in terms of conveying the actions Walker-Miller Energy Services must take to continue to improve. You will also be working with others who are passionate about energy efficiency and making a positive impact on the industry.

Essential Responsibilities: This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as leadership may deem necessary.

- Embrace and operate within the core values.
- Schedule and conduct on-site inspections on a minimum of 20% of the previous month's completed projects to verify work completed meet clients and corporate expectations/set quality standards.
- The number of jobs completed monthly by Housewarming Vendor can vary from 40-200 with a median number of 110 monthly.
- Inspections should be performed at regular intervals so that any discovered issues can be reported to Housewarming Vendor for prompt resolution after Housewarming Vendor's initial job completion.
- Inspections performed on completed work will include verifying that all necessary equipment, appliance, or structural repairs and/or modifications have been made based on Housewarming supplied invoice; all necessary equipment and appliance tune up procedures have been followed, and that all materials charged to the job are present, accounted for and properly installed in accordance with the Ohio Weatherization Program Standards.
- Inspections will follow comprehensive safety inspection protocols in accordance with the Weatherization Program Standards (WPS), including inspection of the natural gas appliances and the natural gas piping system from the meter to the appliance.
- Findings of any deficiencies and recommendations for remediation shall be explained in Final Inspection Report and forwarded electronically to Purchaser and Housewarming Vendor as soon as possible or within 24 hours of completion of inspection, so that Housewarming Vendor can resolve any deficiencies found during inspection.
- Assist the Quality Assurance Manager with the creation of new QA policies and procedures as needed
- Highly organized, and efficient with scheduling of visits including grouping of visits geographically given the challenges of operating in the central Illinois region.
- Communicate findings/discrepancies to Program Managers that required additional follow up.
- Assist in process improvements to ensure quality within and across program.

- Daily travel to pre-scheduled appointments.
- Provide a professional appearance appropriate for a representative of Walker-Miller Energy Services
- Prepare weekly activity reports and track progress towards program goals.
- Ensure the meeting of customer specifications and company quality standards.
- Complete special projects as assigned.
- Complete and maintain all required paperwork, records, documents, etc.
- Follow and comply with all safety and work rules and regulations.

Required Skills, Knowledge and Abilities

- High School Diploma or equivalent required.
- One to three years of experience in basic wiring, lighting, HVAC, troubleshooting and other technologies installed in residential, commercial and industrial facilities.
- Previous customer service experience.
- Strong communication skills, both verbally and in writing with customers, clients and employees.
- Must be able to handle a wide work variety and work in a fast-paced environment.
- Must be detail-oriented, organized, self-starter, and have an ability to prioritize workload.
- Ability to maintain and manage their own daily work schedule.
- Proficient in Microsoft Office, specifically Word, Excel and Outlook.
- Strong data entry skills in entering information in tracking systems/databases.
- Ability to analyze and interpret data and solve practical problems.
- Knowledge of mathematical concepts such as fractions, percentages and ratios.
- Willingness to travel up to 95% of the time, including some overnight travel.
- Ability to thrive in a collaborative environment.
- Function well with a very diverse group of people.
- Work under frequent time pressures.
- Utilize good judgement to plan and accomplish goals.
- Troubleshoot issues as needed.
- Reliable transportation.

Licenses & Certifications

- Home Energy Professional (HEP) Energy Auditor and Quality Control Inspector Certifications are required.
- Valid Driver's License.

Physical Demands and Work Environment

- Required to sit, stand, walk; talk and hear; and ability to touch and handle tools and/or controls
- Ability to lift up to 10 pounds
- Noise level is typically moderate
- Employee could be exposed to fumes and/or airborne particles and risk of potential shock.

Note: The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The above information describes the general duties and requirements necessary to perform the principle functions of the position. This shall not be construed as a detailed description of all the duties and requirements that may be necessary in this position.

Walker-Miller Energy Services is an Equal Opportunity Employer.

At Walker-Miller Energy Services, we Embrace Equity by encouraging qualified candidates from all backgrounds and identities to apply for open positions! We have several optional questions about candidates' demographics, but they do not impact hiring decisions. In fact, all candidate demographic data is anonymized for compliance purposes and to reduce unconscious bias in the hiring process, so none of the information collected here will be attached to your individual application. We ask for this information because Walker-Miller is committed to inclusive recruitment practices, so we hold ourselves to a high standard in developing a candidate pool that is diverse in background, experience, and perspective.

Walker-Miller Energy Services participates in E-Verify. Which confirms employment authorization of all newly hired employees and most existing employees through an electronic database maintained by the Social Security Administration and Department of Homeland Security. For new hires, the E-Verify process is completed in conjunction with the Form I-9 Employment Eligibility Verification on or before the first day of work. E-Verify is not used as a tool to pre-screen candidates. For up-to-date information on E-Verify, go to www.uscis.gov and click on 'E-Verify' located near the bottom of the page.

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