

Energy Auditor responsibilities include field visits to conduct on-site audit and create detailed work scopes. Acts as local on-site program and company representative to residential customers. Install basic energy efficiency measures as appropriate, conduct pre-verifications and other technical data gathering activities. Conduct health and safety testing. Provide energy education to customers, explain the program process and set customer expectations appropriately. Troubleshoots technical problems and issues and recommends solutions.

Implement and coordinate the operational aspects of ongoing Customer & Product Support projects. You will serve as liaison between project management and planning, project team, and line management. You will review status of projects and budgets. You will support schedules and prepare status reports. You will discover project issues, and deploy resolutions to meet productivity, quality, and customers satisfaction goals and objectives. You will monitor project progress and problem solve with project managers, line managers, and customers. Majority of duties performed, but not to be all-inclusive or to prevent other duties from being assigned. You will serve as the primary point of contact for participating residential customers.

Territory and office location is based in Long Island, New York.

The salary range for this position is \$53,800.00 - \$70,000.00. The actual base salary offer will depend on a variety of factors including experience, education, geography and other relevant factors.

Key Responsibilities:

- Promote additional programs to homeowners, by providing Customer information on other energy efficiency programs they may have eligibility.
- Provide excellent customer service by helping customers through the program process and engage in specific, customer-centered education regarding their energy usage and the potential impacts of the recommended retrofit installations.
- Work with customers to complete the program application and gather necessary documentation needed for participation.
- Perform on-site energy audit identifying cost-effective energy efficiency measures within the parameters of the program's stated procedures.
- Perform all required testing which may include combustion safety testing; gas leak testing; carbon monoxide testing; draft and spillage testing, pressure diagnostics; and zonal pressure testing.
- Assess the site for additional health and safety concerns including, but not limited to moisture, mold, and asbestos.
- Complete assigned Audits in an efficient, professional and timely fashion. Manage and oversee work completed by any assistant that is assigned.
- Attend training events, meetings, and seminars as requested.
- Manage supplied inventory materials and company issued equipment.
- Conduct work in compliance with OSHA and company safety procedures. Perform, other duties as assigned.
- Project Management.
- Project Planning.
- Customer Support.
- Facilitate Team Alignment.
- Prepare Status Reports.

YOU MUST HAVE:

- High school diploma.
- Valid Drivers License - Clean Record.
- 1+ year customer facing experience.
- Ability to lift 25 lbs. to 75 lbs.

WE VALUE:

- Bachelors Degree.
- HVAC - Residential BPI Certification.
- A knowledge of principles and best practices in (customer service).
- Good team and communication skills.
- An ability to take initiative and work with limited direction.
- Warehouse experience.