

## **STEP Energy Coach**

**General Description:** Primarily responsible for implementing the Small Town Energy Program, a residential energy efficiency program with the goal of providing residents with objective, trustworthy, third-party advisory services in order to reduce informational, transactional and financial barriers to completing the energy auditing and improvement process on a participant's home.

### **Primary Tasks:**

Educate residents on the importance of home energy efficiency, the availability of incentive programs and financing options, and the STEP process

Provide one-on-one guidance to residents regarding the energy auditing & improvement process, including eligibility for incentive programs, issues to consider when selecting an auditor / contractor, what will happen during an audit, the importance of the findings and recommendations, obtaining and comparing work proposals, economics of making improvements, accessing incentives and financing, and general technical advice

Develop collateral materials that summarize important aspects of the program, including the STEP process, available incentive programs, available financing options, and information on preferred contractors

Develop program documents, including Participation Agreement, Request for Incentives form, Utility Data Release form, Quality Assurance and Technical Review report forms

Develop and deploy participant surveys to gather programmatic information, feedback on auditors, contractors and Energy Coach, and to gauge knowledge, attitudes, behaviors & beliefs

Track and analyze participant milestones and programmatic data

Organize small and large community events

Draft RFP for preferred contractors and for Technical Consultant

Work closely with contractors and incentive program administrators to ensure clarity in program information, troubleshoot issues, and otherwise advocate on behalf of participants to ensure complaints/issues were effectively addressed

Manage relationships with contractors and incentive programs; provide oversight to Technical Consultant

Work closely and collaboratively with the Project Director, Mayor, Advisory Committee members, interns and program partners

Assist in the development of the messaging and text, and the design of, marketing materials, including flyers and website

Consistently review, reassess and revise (as necessary) programmatic practices to determine progress with respect to programmatic goals and ensure operational effectiveness

**Required Qualifications:**

Familiarity with residential energy efficiency process and practices, including incentive programs

Considerable individual initiative, coupled with creativity and skill to further develop and implement a broad-based energy efficiency program

Proven ability to interact with community residents and work with partner organizations in developing innovative, complex projects

Outstanding verbal and written communications skills; ability to be organized, detail-oriented, accurate and handle multiple tasks and competing priorities

Demonstrated ability to work independently and to contribute effectively as a member of a team, and to contribute analysis and technical support

A Bachelor's degree in a relevant field and several years of increasingly responsible experience are a minimum requirement

Demonstrated experience generating reports using Excel, maintaining a database using Salesforce, and preparing presentations using PowerPoint

**Working Conditions/Benefits:**

Salaried position with benefits (health insurance; dental & vision insurance; annual & sick leave allocated pro rata; pension plan)

Flexible part-time (24 hours per week) schedule, as and when appropriate (primarily Mon – Fri between 9:30 and 4:30; occasional in-person and telephone meetings in the evening or on a weekend day)

Work primarily from home office; desk and computer at Town Hall

Telephone and telephone/data service provided by STEP

iPad and data service provided by STEP

## **STEP Technical Consultant**

**General Description:** Primarily responsible for providing technical assistance to the Small Town Energy Program staff and participants with respect to home energy audits and energy efficiency improvements.

**Primary Tasks:** As and when needed, the Technical Consultant shall:

- a. Attend whole-house energy audits, to ensure proper procedures are followed by the auditor.
- b. Review whole-house energy audit reports and supporting documentation delivered to program participants.
- c. Provide feedback on the audit reports with respect to specific issues raised, including but not limited to: the significance of test results, the efficacy and efficiency of particular recommendations, and alternative methods for achieving more cost effective results.
- d. Provide feedback on proposals for implementing recommended energy efficiency improvements with respect to specific issues raised, including but not limited to: consistency between multiple proposals for the same work, the efficacy and efficiency of particular work scopes, and the reasonableness of costs.
- e. Review improvements undertaken to ensure proper installation procedures were followed and to confirm post-installation testing results.

### **Required Qualifications:**

BPI certified Building Analyst.

BPI certified Envelope Specialist.

MHIC (MD Home Improvement Contractor) license or experience working for or in partnership with an MHIC licensed firm

If an individual or firm that has performed renovation, repair or painting projects from or after April 22, 2010, EPA certification to conduct renovation, repair and painting activities that may disturb lead-based paint pursuant to 40 CFR Part 745.89.

At least 1 year of participation in Maryland Home Performance with ENERGY STAR or in a local utility Home Performance with ENERGY STAR program, as a Participating Contractor or as an employee of a Participating Contractor.

At least 1 year of experience working as a whole-house energy auditor and/or contractor in the home performance industry in the Washington Metro Area.

**Working Conditions/Benefits:**

The intent is to have the Technical Consultant provide third-party objective advice to STEP and its participants. Therefore, the Technical Consultant shall not be eligible to solicit or accept any compensated engagement to perform home performance service of any type from program-eligible residents during the term of the Technical Services.

Hourly contract employee (no benefits)

Flexible # of hours dependent on program / participant needs subject to a minimum and maximum average # of hours per week