



Energy Services Technician

Department:	Energy Services
Hours Worked:	Full-Time 37.5 hours per week
FLSA Status:	Non-Exempt
Reports to:	Director of Energy Services
Pay Range	28-33/hr
Benefits	NCP offers a comprehensive benefits package including generous health benefits, 15 Days accrued PTO in first year, 12 paid holidays, medical, dental and vision insurance, 401(k), supplemental short-term disability insurance, long-term disability insurance, and life insurance

JOB SUMMARY

The Energy Services Technician is a year – round customer service focused individual using a NYSERDA program to work with our clients to assess their homes and identify ways to improve their energy efficiency

ESSENTIAL FUNCTIONS

Program Implementation

- Perform BPI energy audits and test outs, produces audit reports and project cost analysis.
- Develops work scopes for project, contract projects with customers, resolves customer concern and ensures completion of all required contract documents and reports.
- Submits all data to NYSERDA required for Green Jobs/Green New York energy audit approval, EmPower+ program approval, or other reporting and project billing approvals.
- Maintain all files and records as necessary and is accountable to production goals.
- Ensure that internal documents and project tracking are completed for each customer
- Maintain strong working relationships with all NCP partners, including NYSERDA and BPI
- Maintain expertise with BPI standards and industry practices related to energy improvements in residential housing.

Program Administration

- Submit all documents and data required for program reporting and project billing.
- Assure compliance with regulatory statutes and NCP procedures and policies.
- Maintain all files and records necessary; assure that internal documents and project tracking is completed for each customer.
- Assist with departmental reporting and program assessment.

OTHER DUTIES

- Represent NeighborWorks® Community Partners in a manner that will foster the best possible relationships with potential customers, and community partners, including NYSERDA and BPI.
- Assist with marketing NCP programs to the community, including Energy Services Outreach, which may include events as appropriate



EDUCATION & EXPERIENCE

- Should have BPI Building Analyst certification, or the commitment and ability to obtain and maintain certifications. HVAC certification will be a plus.
- Company will provide training to obtain BPI Building Analyst or HVAC Certification.
- A minimum of two years' experience in the energy services, HVAC and residential construction field is preferred. Manual JS+D knowledge is a plus
- Proficiency in Microsoft Office Suite. Proficiency in the NYSERDA Portal is a plus.

KNOWLEDGE, SKILLS & ABILITIES

- Strong math skills required
- Willingness and enthusiasm to learn and remain up to date on research, policy and best practices relating to energy services.
- Attention to detail, with strong communication skills, and ability to managing multiple tasks and deadlines.
- Strong interpersonal skills required to ensure positive customer relations; strong ability to explain processes and effectively manage customer expectations.
- Transportation is necessary and a valid driver's license is required.

Work Environment

NCP has offices in Buffalo, Rochester and Niagara Falls, and the candidate must be willing and comfortable communicating through video conferencing and telephone, as needed. The right candidate will be comfortable using the tools provided to break down language barriers for customers who do not speak English, which may include a translation service, or staff translator. Must also be able to work successfully with a diverse range of individuals including customers, volunteers, and agency partners. One must be self-motivated, flexible, persistent, organized and very attentive to detail. Reliable transportation is required. **We are an Equal Opportunity Employer.**

Apply online via [indeed.com](https://www.indeed.com) or submit a Cover letter and resume to HR department at:

kkhan@ncpny.org