



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Energy Services Representative

STATUS: Non-exempt / Non-union

REPORTS TO: Energy and Conservation Services Manager **RANGE:** 18

POSITION SUMMARY: The Energy Services Representative position is responsible for performing detailed energy efficiency audits, analyses, and inspections; documentation for SUB's residential and commercial energy efficiency incentives programs; assuring compliance with BPA specifications. Public interaction is an essential function of this position which includes visiting residential and business sites and providing customer service to walk-in customers. This position also provides technical energy efficiency and program administrative assistance for new and existing commercial customers. Responsibilities may include: participating in special projects; representing SUB or giving presentations to outside groups and organizations; and other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff, customers and contractors.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Provides excellent customer service by responding appropriately to: customer and contractor requests, inquiries regarding energy efficient projects and programs, billing inquiries and high-bill complaints.
5. Effectively facilitates SUB's incentive programs to ensure customers and contractors understand the technical, economic and procedural requirements of the programs. Programs include insulation, windows, water heaters, appliances, HVAC, refrigeration, lighting, etc.
6. Maintains personal competence and awareness of developments in relevant subject areas through on-going education and trainings.
7. Conducts audits and inspections at customer sites. Assures customers are eligible for incentives. Accurately verifies and documents that proposals and projects comply with SUB and BPA specifications.
8. Assists with the study, planning, organization, implementation and evaluation of new programs, pilot programs and services to residential, commercial and industrial customers as requested.
9. Maintains a safe working environment in the office, working in the field, and traveling on business. Identifies and strives to prevent and avoid unsafe work areas or conditions. Reports all safety related issues to the Energy and Conservation Services Manager.
10. Maintains a valid Oregon driver's license and a good driving and safety record.

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Marginal Functions

11. Analyzes electric and water usage history to determine anomalies and efficiency opportunities.
12. Estimates usage for new commercial customers to assist SUB Staff with Deposit Estimates.
13. Initial responsibilities are primarily for residential programs; position is designed to progressively include responsibilities for commercial, institutional and industrial programs.

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB’s Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

Minimum two years of experience in the area of energy efficiency, energy analysis, or demand side management

Knowledge, Skills & Abilities

- Technical knowledge of energy efficiency programs, techniques, standards, applications and specifications gained from experience and/or coursework
- Familiarity with SUB and BPA audit requirements and ability to document compliance regarding program incentives
- Ability to conduct customer inspections and audits, in a safe manner, by crawling in attics and under houses during various times of the year in diverse types of inclement weather and under possible extreme temperatures

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- Ability to use FLIR® Thermal Camera to determine presence of wall insulation; identify HVAC type and various other equipment eligible for program upgrades; sketch plan and elevation drawings documenting location of components; and identify luminaire type, wattage and quantity
- Ability to inspect, evaluate and document contractor installations and performance of contractors
- Ability to become proficient with the following applications:
 - BPA Lighting Calculator 5.0
 - SUB Customer Accounts System portal (PCS)
 - RLID (Regional Land Information Database) for Lane County
 - Level I Thermography training
 - Complete Fit / Medical testing for SUB Respirator Fit Test Program
- Exceptional organizational skills to complete daily tasks and field assignments, including special assignments and projects, in an efficient and timely manner
- Ability to establish priorities to achieve goals and meet deadlines
- Ability to produce clear and accurate documentation and reports in a timely manner
- Ability to communicate effectively, both orally and in writing, with individuals inside and outside of the organization
- Ability to take initiative and work with a high degree of independence with minimal supervision
- Exceptional customer service skills to appropriately respond to customer inquiries, complaints, suggestions and requests
- Ability to establish and maintain effective and cooperative working relationships with SUB customers, contractors and SUB employees, including working with teams from different departments and disciplines.
- Flexibility to adapt to changing priorities with minimal notice
- Proficient use of Microsoft Word, Excel and Outlook software

Education

- High school diploma or equivalent
- Minimum: Associate's degree in Energy Management or 4 years related college level coursework
- Preferred: Bachelor's Degree in Engineering, or related field of study

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Ability to concentrate on a task over a period of time without being distracted. Maintains full alertness and concentration at all times while working in the field or during emergency response situations.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION:** Sees adequately to safely drive a vehicle.

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- **COMMUNICATION:** Ability to discern and understand information and ideas presented by others in person, by phone, and in writing. Ability to communicate accurate, concise and clear information with others in person, by phone, and in writing.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** May sit up to 6 – 8 hours on any given day.
- **WORKER MOBILITY:** Changes positions frequently. The worker must be able to complete administrative work and attend meetings in an office setting, visit various customer sites in the field, travel over uneven terrain, and move about various buildings and facilities in order to conduct energy efficiency audits and inspections.
- **LIFTING/CARRYING:** 0 – 10 pounds – often; 11 – 20 pounds – occasionally; 20+ pounds – seldom. May carry boxes, supplies, ladders or equipment. Lifts access hatches during inspections.
- **PUSHING/PULLING:** Worker must be able to access files in file cabinets as well as independently enter and exit a vehicle.
- **REACHING/HANDLING:** Constantly operates a computer and other office equipment such as a calculator, copy machine and computer printer. Worker must be able to move, transport, remove or replace equipment or items used during inspections and audits.
- **TWISTING:** Routinely positions self when lifting or placing items during inspections and audits. Worker must position self to look up and around repeatedly for up to two hours at a time, especially when inspecting insulation or identifying and documenting luminaires.
- **CLIMBING:** Ascends/descends stairs or ladders, as needed, for business.
- **CRAWLING:** Routinely positions self to move under houses or in attics during inspections and audits.
- **ENVIRONMENTAL FACTORS:** When conducting energy efficiency audits and inspections may occasionally visit new and remodeled construction sites. Occasional exposure to electrical hazards. May occasionally need to complete tasks in temperatures varying from below zero to over 100 degrees, such as in a hot attic, or in rainy, windy, snowy or icy conditions. May experience exposure to numerous types of pollen and dust depending on location, season or climatic conditions. Bee/wasp stings, animal bites or poison oak may also occur. Pets, smoke, and a vast array of odors and situations may be encountered in diverse homes and businesses.
- **PRODUCTS AND MATERIALS:** Copier and printer toner, insulation, duct mastic, and dust.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, and other office equipment; Light meter, and power data logger.