



**Energy Services Technician**  
**NeighborWorks® Community Partners**  
**Positions open in Rochester, and Buffalo or Niagara Falls**

Position Title:	Energy Services Technician
Department:	Residential Rehabilitation & Energy Services
Position Status:	Full Time – 37.5 hours per week/Non-exempt
Reports To:	Director of Residential Rehabilitation & Energy Services
Duty Station:	Rochester, Buffalo or Niagara Falls
Organization:	NeighborWorks® Community Partners Niagara Falls
Direct Reports:	None
Salary Range:	Compensation based on Experience, plus benefits

NeighborWorks® Community Partners is on a mission to build and strengthen communities. We are a nonprofit organization that works with thousands of individuals and families across Western NY each year to help them create homes, build personal wealth through homeownership, and grow a vibrant community around them. In short, we help people purchase their first home, offer pre- and post-purchase education, and work with them to improve the value and comfort of their homes through rehab lending and technical services (construction management, energy improvements and lead hazard evaluation). If the thought of working in a team environment to deliver superior quality customer service appeals to you, we are interested in hearing from you!

**JOB SUMMARY:**

The Energy Services Technician is a year-round NYSERDA auditor on the front-line team, responsible for ensuring a smooth customer experience in the Energy Department. Are you looking for a fast-paced job that keeps you engaged? We are seeking high-energy candidates that have a minimum of 2 years auditing experience and/or HVAC experience. However, if you are just starting out and can demonstrate a strong mechanical aptitude and a sincere desire to learn about the Energy auditing industry, we are willing to train the right individual.

**ESSENTIAL FUNCTIONS:**

***Program Implementation***

- Performs BPI energy audits and test-outs, produces audit reports and project cost analysis.
- Develops work scopes for project, contracts projects with customers, resolves customer concerns, and ensures completion of all required contract documents and reports.

- Submits all documentation to NYSERDA required for Green Jobs/Green New York energy audit approval, EmPower program approval, Home Performance approval, or other approvals available for reporting and project billing.
- Maintains all files and records as necessary, and is accountable to production goals.
  - Assures that internal documents and project tracking are completed for each customer.
- Maintains strong working relationships with all NCP partners, including NYSERDA and BPI.
- Maintains expertise with BPI standards and industry practices related to energy improvements in residential housing.

### ***Program Administration***

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

### **ADDITIONAL RESPONSIBILITIES**

- 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.
- Accomplishes all other duties and tasks as appropriately assigned or requested.
- Exercises sound judgment, maintains confidentiality, and follows policy and procedure.
- Other tasks that may be required to fulfill the objectives of the agency.
- Attend regular departmental and staff meetings

### **EDUCATION & EXPERIENCE**

- Must have BPI Building Analyst and Building Envelope or HVAC Certifications, or the ability to obtain and maintain certifications.
- A minimum of two years' experience in the energy services, HVAC or Residential Construction field is preferred.
- Strong computer skills. Proficiency in Microsoft Office Suite (Outlook, Excel, and Word), and Windows Operating System and NYSERDA Portal.
- Strong organizational and communication skills, with ability to work in a fast-paced environment, managing multiple tasks and deadlines. Is attentive to detail and self-motivated.
- Willingness and enthusiasm to learn and remain up-to-date on research, policy, and best practices relating to energy services.
- Due to the high level of customer interaction that is instrumental to the success of this position, considerable attention will be given to the candidate's character and temperament.
- Transportation necessary and a valid driver's license is required.

## KEY SKILLS AND ATTRIBUTES

- **Customer Service** – Works with the NeighborWorks® Community Partners team to provide first class customer support to internal and external stakeholders. Due to the high level of customer interaction that is instrumental to the success of this position, considerable attention will be given to the candidate's character and temperament.
- **Collaborative** - Is outgoing, personable and passionate about working with people to further the organization's mission to promote stable, long-term homeownership for residents within the City of Niagara Falls and Niagara County.
- **Industry Knowledge** – Must be knowledgeable in the fields of energy services and construction. Commitment to staying current with trends, issues and initiatives relative to all aspects of these areas.
- **Strong Communication** - Is outgoing, personable and passionate about working with people who need help making their home safe and comfortable.
- **Relationship Builder** - Is able to build relationships with potential clients and is comfortable promoting the entire suite of services to grow interest and generate leads.
- **Professionalism** - Represents NeighborWorks® Community Partners in a manner that will foster and cultivate positive relations with customers, fellow team members and community partners. Is detail-oriented with good follow-up.

This position offers the opportunity for considerable professional and career growth. NeighborWorks® Community Partners is a growing, dynamic organization that is a leader in the community development field. NeighborWorks® Community Partners believes in developing its employees and supports opportunities for position-appropriate training and education.

## PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. While performing the duties of this job, the employee may be exposed to weather conditions. The noise level in the work environment is usually moderate. **We are an Equal Opportunity Employer.**

**If you wish to apply, please submit a Cover letter and resume to:**

**[aeastlack@nwcommunitypartners.org](mailto:aeastlack@nwcommunitypartners.org)**

*No phone calls please.*