



VERMONT ENERGY INVESTMENT CORPORATION

HOME PERFORMANCE with ENERGY STAR MANAGER RESIDENTIAL ENERGY SERVICES

Reports to: Residential Energy Services Director
Department: Residential Energy Services
Approved: 2/12/10

JOB SUMMARY: (What is done and why.)

Provides leadership for Home Performance with ENERGY STAR services, including managing day-to-day operations and providing operational oversight to ensure that implementation is aligned with strategies across markets being served. Responsible for adjusting processes, improving systems, and responding to customer, staff, contractor, and partner issues and concerns to ensure achievement of VEIC strategic and contractual objectives. Develops and implements effective business processes to operate and enhance VEIC and EVT residential services.

ESSENTIAL FUNCTIONS: (Majority of duties, but not meant to be all-inclusive nor prevent other duties from being assigned as necessary.)

1. Makes day-to-day service delivery decisions for staff and customers. Ensures customer satisfaction and operational efficiency within HP services, in line with Home Performance objectives.
2. Plans and coordinates implementation of new and modified Home Performance services to meet strategic objectives defined by the RES Planning Manager and RES Director. Project Manager for rollout of Home Performance initiatives.
3. Leads development and documentation of business systems and procedures to support current market services and new initiatives.
4. Works with RES Manager to develop and implement metrics to monitor and evaluate results and performance.
5. Leads trainings about Home Performance services and business processes for RES staff and other VEIC departments (including IT, Marketing, Customer Service, and Business Development Services),
6. Communicates with contractors, builders, and customers regarding Home Performance services, incentives, and business processes, including but not limited to training contractors and builders, providing participation status reports to contractors and other partners, responding to customer inquiries, and managing customer complaints through to resolution.
7. Leads fulfillment of market data needs, including deployment of effective tracking and reporting systems and production of monthly, quarterly, and annual reports of market activity and trends.
8. Supports the RES Planning Manager in strategic planning and program design for new and modified Home Performance services.
9. Manages contracts and subcontracts to ensure achievement of contract objectives, including contract negotiation, budget management and results reporting, and service delivery.
10. Collaborates with Marketing to develop marketing efforts and customer materials for residential services, in alignment with strategic objectives.

11. Delivers internal and external presentations about Home Performance services.
12. Participates in and/or leads specified cross-functional market teams.

KNOWLEDGE AND EXPERIENCE: (Minimum education, experience, technical and communication skill levels and licenses/certificates normally required to perform the duties of this position.)

1. Strong personal commitment to the mission, vision, goals and values of VEIC.
2. Bachelors degree and minimum five years experience in energy efficiency implementation planning, or a combination of education and experience from which comparable knowledge and skills are acquired
3. Operational or program management experience, including tactical decision-making, facilitation, communications and the ability to develop and attain goals.
4. Demonstrated ability to work independently and in a collaborative team environment.
5. Ability to carry out systematic data tracking and reporting processes and implement planned steps from start to finish.
6. Ability to develop working relationships and collaborate with internal staff, customers, and trade allies, including leading teams.
7. Demonstrated ability to be organized, detail-oriented, accurate, and able to handle multiple tasks and competing priorities in a dynamic and fast paced environment is essential.
8. Demonstrated experience generating reports with spreadsheet and/ or database programs such as Excel and Access.
9. Excellent written and oral communication skills including superior proficiency with word processing, spreadsheet and database software.
10. Windows 95/98 or XP and Microsoft Office applications experience essential.
11. Experience with substantive elements of customer service.

WORKING CONDITIONS: (Typical working conditions associated with this type of work and environmental hazards, if any, that may be encountered in performing the duties of this position.)

Internal- Work is normally performed in climate controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level is moderate and includes sounds of normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties.

External- Normal functions do not routinely require travel. Limited travel may be required. Travel to special events and/or off site meetings required periodically. Occasional events may involve lifting, distributing and disposing of energy efficiency materials.

PHYSICAL DEMANDS: (The physical effort generally associated with this position.)

Work involves standing and walking for brief periods of time, but most duties are performed from a seated position. There is potential for eye strain from reading detailed materials and computer screen. Deadlines, workloads during peak periods and changing priorities may cause increased stress levels. Work may include occasional pushing, pulling, or carrying objects weighing up to 40 pounds such as files, documents, and computer printouts. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur. Company will provide adaptive devices as needed.