

## Summary of Position

The Environmental Center's new Home Energy Assessment (HEA) program will offer free energy assessments to members of our community who have been underinvested in by current energy incentive programs. Data shows that customers who are Native, Indigenous, Black, Latinx, people of color, 2SLGBTQ+ people, those with disabilities, those experiencing low to moderate incomes, and people who live in rural areas have not been reached with the same level of energy incentives as the dominant culture.

The HEA Manager will play a vital role in helping members of our community make their homes healthier, more comfortable, more resilient in the face of our changing climate, and to reduce energy costs. Primary responsibilities will include conducting HEAs in residents' homes, helping households access low to no-cost energy upgrades and zero interest micro loans, and documenting data and project paperwork to receive utility incentives. Some outreach and marketing to drive program engagement will also be part of the job.

The HEA Manager's scope of work requires English language fluency because the region we serve primarily speaks English as a first language. Candidates who are bilingual in English and Spanish are highly encouraged to apply and will be compensated above the base wage for the value this brings to the role and our organization's ability to engage Spanish speakers in the Home Energy Assessment program.

**Type of Position:** Full time, 40 hours/week, hourly, non exempt. Potential for 36-38 hours/week if desired.

**Expected start date:** Late February, early March 2024

**Reports to:** Climate Solutions Program Director

**Supervisory Responsibility:** None at this time. May begin to supervise volunteers, interns, and/or a Program Coordinator as the scope of this position develops later this year.

**Work Environment:** The Environmental Center (TEC) and surrounding tri-county area, which includes Deschutes, Jefferson and Crook counties. TEC's office is located at 16 NW Kansas Ave in Bend, OR.

We operate as a hybrid workplace that offers employees the flexibility to work at the office, out in the community, and remotely (at home or other locations) to successfully achieve the roles and responsibilities outlined for each position, recognizing that some roles require more in-person and/or office time than others. This position will spend at least half days a week of their time driving to and performing energy assessments in residential homes in Deschutes,



Jefferson, and Crook Counties. The remainder of the work will be done at TEC's office and/or at home, with the final mix being decided upon by the employee and their supervisor.

## About The Environmental Center (TEC)

TEC is a regional hub of environmental education, engagement, and action. Our mission is to embed sustainability into daily life in Central Oregon. In collaboration with local communities, we work to advance a healthy, vibrant place to live, work, and play – for all of us today and for future generations to inherit. We strive to prioritize equity and accessibility in the decisions we make, partnerships we build, services we deliver, and outcomes we seek to achieve.

You can learn more about us and read our values at [envirocenter.org](http://envirocenter.org).

Environmental initiatives, including those of The Environmental Center, have too often been exclusionary. We recognize that community members who are Native, Indigenous, Black and other people of color, 2SLGBTQ people, those with disabilities, people who are houseless, those with low incomes, and people who live in rural areas are most adversely affected by climate change and environmental degradation, and oftentimes the least included and prioritized. We believe that these communities must be centered in the work we do, and strongly encourage people with these identities to apply for this position.

## Essential Outcomes for the Home Energy Assessment Manager

- Schedule and complete at least 10-15 home energy assessments per week.
- Connect households with information and resources to save energy and with contractors to install low to no-cost insulation, heat pumps, heat pump water heaters, and make other energy improvements.
- Accurate and timely completion and submission of paperwork that supports program revenue streams and completion of improvement projects.
- Help deliver outreach and marketing activities to connect with prospective customers
- Sensitivity and respect of diverse perspectives and lived experiences and recognition and responsiveness to customers' individual needs and circumstances.
- Nurture relationships with existing and new program partners.

In addition, each TEC staff member is asked to:

- Create an annual work plan to achieve your goals, consistent with TEC's strategic plan.
- Identify and work towards your annual growth and development goals.
- Participate in and put into practice TEC's commitment to diversity, equity, and inclusion (DEI) - which includes but is not limited to engaging in individual and team learning opportunities and attending/supporting community events and programs hosted by other organizations.
- Represent [TEC's](#) values and uphold our DEI Statement and Team Charter.



## Scope and Duties for the Home Energy Assessment Manager

### Home Energy Assessments (~55%)

- Call and email customers to schedule their free HEAs and maintain communication records
- Complete HEAs and collect thorough and complete data
- Accurately fill out HEA paperwork
- Input HEA and customer data into TEC's database
- Provide detailed individualized information to each household on ways that they can save energy through the HEA program as well as additional measures that fit their unique circumstances

### Program Administration and Outreach (~35%)

- Maintain program database
- Accurately complete and submit all project incentive applications to Energy Trust of Oregon and other agencies
- Coordinate contractor bids and assist contractors with scheduling installations
- Coordinate TEC's gap fund microloan application processes with customers
- Conduct and support program marketing and outreach activities
- Stay informed about energy efficiency and renewable incentives, rebates, and tax credits in an ever-evolving landscape

### Other (10%)

- Participate in bi-weekly check-ins and an annual review with your supervisor
- Be present at the office to answer community inquiries and provide information about TEC, in accordance with our adopted hybrid workplace policy
- Provide vacation coverage for other teammates as needed
- Complete timekeeping and other reporting requirements
- Participate in organization-wide activities as needed, including our Mountainfilm event, Earth Day Fair and Parade, Sustainability Awards, Green Tour, and donor/supporter events.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Because this position serves households living in Central Oregon, it requires someone who lives in Deschutes, Crook, or Jefferson County and can travel to these counties on a weekly basis.

This is a new program – and while we anticipate it to be successful, we will evaluate this position's hours and scope of work after the first six months to see if any adjustments are needed.



## We Are Looking For

- Spanish language fluency\*
- Prior relevant experience in two or more of the following areas\*:
  - Customer service
  - Data management
  - Scheduling and managing appointments,
  - Community partnership/building, and/or relationship cultivation
  - Working directly with people from diverse racial, ethnic, and socioeconomic backgrounds
- Ability to flex communication style to multiple cultural environments
- Excellent written and verbal communication skills, and ability to present to diverse audiences, specifically racially, ethnically, and socioeconomically diverse communities
- Passion for contributing to climate action and community well-being
- Someone with a valid driver's license and access to a personal vehicle (Note: TEC has an electric vehicle that will be available to you. However, it will sometimes be necessary to drive a personal vehicle and you will be reimbursed for mileage when you use your own vehicle for work.) If this is a barrier for you to apply, please reach out to Lindsey.
- Ability to complete HEAs, which includes lifting and carrying tools that may weigh up to 15 pounds, accessing crawl spaces, attics and other tight spaces, and regularly using a step-ladder and flashlight. If you have questions about the scope of these duties, please reach out to Lindsey.
- Strong organizational and attention-to-detail abilities
- Proficiency with Google Workspace apps
- I-9 Employment Eligibility Verification will be required

\*Eligible for a wage bump; see below.

## Compensation & Benefits

The base wage for this position is \$25.75 per hour. New employees may be eligible for a wage increase up to a maximum \$4 hourly wage if they have one or more of the qualifications starred above:

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  - Scheduling and managing appointments,
  - Community partnership/building, and/or relationship cultivation
  - Working directly with people from diverse racial, ethnic, and socioeconomic backgrounds

In addition, TEC offers:



- Group medical, vision and dental insurance policies (TEC pays up to 85% of the premium for full-time employees);
- Access to a SIMPLE IRA retirement plan with employer match up to 3% of the employee's annual gross income;
- 12 paid holidays per year and a generous personal-paid-time-off policy;
- \$500 stipend annually to pursue growth and development opportunities.

TEC will provide a laptop, external monitor, keyboard, and mouse, plus a small annual stipend to support a comfortable home office.

## Ready to Apply?

We respect that each person on our team contributes to a healthy, sustainable community in their own unique way. In other words, you don't have to identify as 'an environmentalist' to join our team. If our values align, we'd love to meet you.

Please mail or e-mail a cover letter describing your interest in the position, a resume, and three relevant references who can speak to your qualifications.

**Please submit applications by Monday, February 5, 2024.**

The Environmental Center, Attn: Lindsey Hardy  
16 NW Kansas Ave, Bend, OR 97703

E-mail: [lindsey@envirocenter.org](mailto:lindsey@envirocenter.org)

Please note this job announcement is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities of the employee to do this job. Duties, responsibilities, and activities may change at any time with or without notice.

TEC is committed to equal employment opportunities. We make our employment decisions based on organizational needs and individual qualifications; not on race, color, age, gender identity, sexual orientation, religion or belief, national origin, or physical/mental disabilities.

If you need assistance or an accommodation due to a disability, please contact us at [info@envirocenter.org](mailto:info@envirocenter.org) or call us at (541) 385-6908.

