



WORCESTER COMMUNITY ACTION COUNCIL, INC.
The Antipoverty Agency for Central Massachusetts
484 Main Street, 2nd Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810
Telephone: 508.754.1176 ♦ Fax: 508.754.0203 ♦ Website: www.wcac.net

Energy Efficiency Specialist – Appliance Management Program (AMP)

Brief Description: Responsible for conducting client outreach and tracking, electrical energy assessments including appliance metering and client education, installation of energy efficiency measures, coordination of eligible appliance replacements, generating, reporting and invoicing of all AMP production goals.

Qualifications:

- High School Diploma or HiSET equivalent required. Degrees or advanced courses in Energy Efficiency and Construction a plus.
- Experience in the conservation field.
- Good written and verbal communication skills.
- Must work cooperatively and effectively with a diverse population.
- Good computer skills and knowledge of Microsoft Office, ability to learn proprietary software programs.
- Must have valid driver's license and reliable transportation.
- Must successfully complete background check.

Other Requirements:

- AMP Energy Manager Certified, or to become trained and certified within 90 days of employment.
- Must be able to exercise good judgement and make decisions with minimal supervision.
- Must be self-directed and motivated to schedule and maintain appointments with clients in a large service territory.
- Massachusetts Auditor Certified – a plus.
- Massachusetts Oil Burners Technician License or New England Fuel Institute (NEFI) Certification – a plus.

Duties and Responsibilities:

- Perform client outreach and marketing to clients identified by National Grid as eligible for participation in AMP.
- Perform electrical energy assessments, including the metering of appliances, client education, and direct installation of energy efficiency materials for AMP eligible clients.
- Track client outreach responses, unit production, and appliance replacements for AMP eligible households.
- Coordinate and determine eligibility for clients not listed as eligible by National Grid for AMP.
- Coordinate production and appliance replacement with other agency technical field staff.
- Prepare and submit necessary invoices and reports for the AMP Program, accurately and timely.
- Conduct client follow ups as required by National Grid on appliance replacements, and for tracking energy savings.
- Provide Energy Coordinator with timely updates on the AMP program.
- Performs all other duties as defined by National Grid's AMP program.
- Understand and make referrals as appropriate to the WAP/HEARTWAP programs.
- Perform any duties relating to WAP/HEARTWAP as required.
- Provide excellent, professional customer service to all clients, including returning telephone calls and email in a timely manner.

Excellent benefits to include Blue Cross Medical and Altus Dental, Agency paid Life Insurance, 403(b), paid time off and much more.

Send resume with cover letter specifying position to: Human Resources Administrator, Worcester Community Action Council, Inc., 484 Main St., 2nd Fl., Worcester, MA 01608 or **email to hr@wcac.net**. AA/EOE.