

Bridging The Gap

Position Description

Job title	<i>Community Specialist, Home Water & Energy Efficiency</i>
Reports to	<i>Water & Energy Efficiency Program Manager</i>
Status	<i>Nonexempt</i>

Job purpose

The primary purpose and function of this position is to enable Kansas City, Missouri, homeowners and renters to reduce their water and energy usage and billing by installing water and energy conserving devices in their residences and educating them about behaviors and practices that can help keep water bills low. The Home Water & Energy Efficiency Community Specialist will also conduct visual inspections of basements and residential plumbing systems to identify homes that may be eligible to participate in a toilet replacement, complex leak repair program, and/or rim joist insulation programs.

Primary Duties and Responsibilities

Engage, educate and advise residents about water and energy conservation

- Schedule in-home meetings with customers.
- Assess the customer's understanding of why water consumption is above average and the resulting financial impact on the household.
- Discuss the water and energy conservation devices that will be installed and the impact that they will have in reducing water consumption.
- Encourage customers to promote the program to relatives, friends and neighbors.
- Provide contact information to customers and encourage them to call or email if they have additional questions.
- Upon request, conduct follow-up visits to ensure that water conservation devices are working properly and to address any performance issues.

Install water and energy conservation kits

- Install simple conservation devices that may include:
 - Faucet aerators
 - Low-flow shower heads
 - Toilet tank banks
 - Toilet tank flappers (in any pre-1994 toilets found to be leaking)
 - Toilet fill cycle diverters
 - Power Strips
 - LED Lightbulbs
 - Hot Water Pipe Insulation
- Installation does not generally require tools as the devices are designed for easy installation by a renter or homeowner without any plumbing or technical experience.
- Upon installation, inspect to make sure devices are working properly and not leaking.
- Demonstrate devices to customers and ask if there are any questions.

Identify homes for participation in toilet replacement, complex leak repair, or rim joist insulation programs.

- Identify any pre-1982 toilets in owner-occupied homes and refer them to the Leak Stoppers program manager to assess eligibility for participation in the Leak Stoppers toilet replacement program.
- Conduct a visual inspection of walls and floors in kitchens, bathrooms, laundry rooms and around utility sinks. Also, where possible, inspect basements and any other areas where water supply lines are visible. Where there are visible leaks, unexpected damp areas, mold, or other signs of water damage or intrusion, refer the home to the Leak Stoppers program manager to assess eligibility for participation in the complex leak repair program.
- Collect information needed and do a visual inspection of the rim joists to assess eligibility for participation in Energy Efficient Homes rim joist insulation program.

Record and report data related to home visits and work performed

- Complete home visit report before leaving each customer's home. The report will include data regarding the number of devices replaced, informational materials left with the customers, and notes regarding the need for toilet replacement, complex leak repair, and/or rim joist insulation.
- Ensure that all needed documentation is present through job completion and accurately entered into necessary databases.
- As requested by program manager, participate in team meetings to discuss progress toward program goals and address quality-of-service issues as they arise.

Other job-related duties as requested and subject to reasonable accommodation.

Qualifications

- High school diploma, GED or HiSET, or currently working toward HSE.
- Experience working and communicating with people from diverse backgrounds.
- Background in community engagement, non-profit or related field.
- Must have aptitude for making accurate assessments of customer needs and the ability to handle the stress of working with people in crisis.
- Demonstrated ability to motivate and encourage people.
- Strong problem-solving and customer service skills.
- Experience using computers; knowledge of Microsoft Office applications is preferred.
- Valid driver's license and good driving record.
- Candidates will be subject to a background check

Working conditions

The position generally works 8:00 a.m. to 5:00 p.m. Monday through Friday. The Home Water and Energy Efficiency Community Specialist will work in the field 80 – 90 percent of the time. This time will be spent educating residents, installing conservation devices, and performing visual inspections in private residences. The remaining 10 – 20 percent of the Specialist's time will be spent in an office setting completing desk work and participating in meetings. Some evening and weekend hours may be required.

Physical requirements

Major physical activities and requirements used in this position include:

- Standing: Remaining upright on the feet, particularly for sustained periods of time

- Walking: Must be able to frequently move and traverse about on foot to accomplish tasks.
- Frequent squatting and bending.
- Light work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force constantly to move objects.
- Operates a motor vehicle.
- Withstands extreme weather conditions for up to one hour at a time.

Positions Supervised

None.

Compensation & Benefits

Starting pay for this position is \$39,520 annually. Full-time hires will work 40 hours per week. This position is eligible for overtime.

Benefits for full time employees include 90% employer-paid health, dental and vision insurance, 100% employer-paid disability and life insurance, two weeks of paid vacation, paid time off between Christmas and New Year's Day, a supportive team atmosphere and a dog-friendly office.

Bridging The Gap is an equal opportunity employer and understands the value of having a team with a diversity of experiences and perspectives to optimize our potential for compassion, collaboration, creativity and excellence in service. BTG encourages people from all backgrounds to apply.

To apply, please send (email preferred) a cover letter relating your education and experience to this position and your resume to:

Bridging The Gap
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