

# Bridging The Gap

## Position Description

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| <b>Job title</b>  | <i>Home Water &amp; Energy Efficiency Coordinator</i> |
| <b>Reports to</b> | <i>Water &amp; Energy Efficiency Program Manager</i>  |
| <b>Status</b>     | <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 educating them about behaviors and practices that can help keep water bills low. This position will also conduct visual inspections of homes and residential plumbing systems to identify homes that may be eligible to participate in other pre-weatherization or home repair programs offered through Bridging The Gap, Inc.

### **Job Responsibilities:**

#### ***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 water consumption and the resulting financial impact on the household.
- Review qualifications and guidelines of other programs through Bridging The Gap for pre-weatherization and home improvement.
- Participate in and organize community outreach events.

#### ***Identify homes for participation in toilet replacement, complex leak repair, or pre weatherization and repair programs offered by Bridging The Gap***

- Identify any pre-1994 toilets in owner-occupied homes and refer them to the Water & Energy Efficiency program manager to assess eligibility for participation in 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 Water & Energy Efficiency program manager to assess eligibility for participation in leak repair, home repair programs.

#### ***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 informational materials left with the customers, and notes regarding the need for toilet replacement, complex leak repair, and/or other pre weatherization work.
- Ensure that all needed documentation is present through job completion and accurately entered in necessary databases.
- As requested by the 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 any trade 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 and Physical Requirements**

The position generally works from 8:00 a.m. to 4:00 p.m. Monday through Friday, however, this can vary based on program needs. The Home Water and Energy Efficiency Coordinator will work in the field for roughly 75 percent of the time. This time will be spent educating residents, attending community outreach events, and performing visual inspections in private residences. The remaining 25 percent of the coordinator's time will be spent in an office setting, completing desk work and participating in meetings. Some evening and weekend hours may be required.

Major physical activities and requirements used in this position include:

- Remaining upright on feet, particularly for sustained periods of time with frequent squatting and bending. Must be able to walk around to accomplish work.
- Light work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force constantly to move objects.
- Operating a motor vehicle.
- Withstanding extreme weather conditions for prolonged periods of time.

### **Positions Supervised**

None

### **Salary & Benefits**

Starting salary is \$44,000 to \$55,000 commensurate with experience.

**Benefits include:**

- 90% employer-paid health, dental and vision.
- 100% employer-paid disability and 20 K life insurance.
- 401K
- FSA Account
- 10 days of paid vacation, 10 days of sick leave, and 2 personal days.
- 14 paid holidays (including the closure between December 24th and New Year's Day).
- Supportive, team-oriented work environment and dog-friendly office.

**Equal Opportunity Employer:**

Bridging The Gap is an equal opportunity employer. We understand the value of a team with diverse experiences and perspectives to optimize our potential for compassion, collaboration, creativity, and excellence in service. Applicants from all backgrounds are encouraged to apply.

**How to apply:** Please email a cover letter and resume outlining your qualifications for the position including work background, education, experience, and other skills that may qualify for this position to:

Bridging The Gap, Inc.

Attn: Glenda Swinton

[employment@bridgingthegap.org](mailto:employment@bridgingthegap.org)