

## Field Supervisor

<b>Job Title:</b>	Field Supervisor, Conservation Programs
<b>Salary Range:</b>	\$57,000-\$65,000
<b>Position Type:</b>	2-year contract, with the possibility of extension (40 hours/week)
<b>Reports to:</b>	Program Manager, Energy Programs

EnviroCentre is an Ottawa-based environmental not-for-profit that supports residents, businesses, and communities to find practical ways to reduce their environmental impact. Our four key impact areas are Green Homes, Green City, Green Lifestyle and Green Business. We have been working for more than twenty years to promote practical climate action and awareness in our local communities, and we are one of the leading local agencies in environmental action.

At EnviroCentre, we have a dynamic and engaged team of over 20 staff. We are a fully remote office and will provide the technology and tools to work effectively and collaboratively right from home. We offer competitive employment packages that include health benefits, a Communauto membership, and opportunities for training and professional development.

### **Are you looking for a new opportunity to use your knowledge and experience in home energy efficiency to support local climate action?**

We are currently expanding our team to include a Field Supervisor, whose primary function is to supervise and support a team of Registered Energy Advisors (REA) providing home energy assessments out in the community. Reporting to the Manager, Energy Programs, the Field Supervisor will ensure REAs have the tools, support and resources to provide quality customer service, and that they are trained in program protocols and adhere to EnviroCentre standards and practices. The Field Supervisor will act as an information resource for field REAs, and will ensure Home Energy programs have sufficient staffing to meet program demands across the Conservation Program delivery region (eastern Ontario). The Field supervisor is a Registered Energy Advisor (or is willing to complete the full training to become one), has extensive knowledge in whole home performance technologies and building codes, and is familiar with using HOT2000 or equivalent software.

### Primary Job Responsibilities

- Recruit REA's and field staff to meet program demands
- Train REA's and field staff on program specific requirements
- Provide support to the Corporate Operations Manager on onboarding requirements for REA's and field staff

- Work collaboratively with Customer Service Supervisor to manage complex territory wide scheduling
- Provide day to day support for the Registered Energy Advisors, while they are in the field conducting home energy audits
- Perform QA/QC duties for specific programs
- Ensure the Energy Advisors have the tools and resources to provide quality customer service
- Support the Program Manager in identifying additional contractor support as required
- Track REA and field staff KPI's and ensure deficiencies in these are corrected in a timely manner
- Support the Quality Assurance Specialist in all levels of QA as required
- Participates in outreach activities for projects/programs when needed.

## Education and Experience requirements

- Minimum of 2 years professional experience in a related field
- A college or university degree in a related field, or equivalent years professional experience
- Certification as a Registered Energy Advisor or willingness to complete the certification
- Certification as a Quality Assurance Specialist or willingness to complete the certification
- Knowledge of NetZero home performance standards
- Familiar with Hot2000 software and energy assessment processes required
- Experience with home energy efficiency technologies
- Bilingualism a strong asset
- Experience with Microsoft Office Suite essential

## Core Competencies

- Strong verbal and written communications skills
- Excellent attention to detail and ability to multi-task
- Adaptability, active listening, and problem-solving skills
- Desire for ongoing learning and training
- Excellent time management skills
- Ability to work cohesively and proficiently as part of a team
- Ability to work independently and be self-directed
- Ability to focus on client service and excellence
- Proven initiative and self-motivation
- Strong critical thinking and analytical skills
- A general understanding of sustainability and environmental issues

## Working Conditions

- EnviroCentre is a virtual workplace and will provide all necessary technology and IT support to employees who work from home.

- Frequent computer use
- Frequent phone use (headset provided)
- Occasional public outreach event and/or booth
- Occasional evening or weekend work

EnviroCentre is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, gender, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, provincial, or municipal laws. EnviroCentre is committed to a workplace where everyone can participate safely, freely and confidently. We encourage applications from individuals who identify as BIPOC (Black, Indigenous, Peoples of Colour) and/or members of equity-seeking groups.

EnviroCentre recognizes a diversity of backgrounds and experience. If you do not have the formal experience described, but can meet the requirements of the role and are willing to learn, we encourage you to apply and make your case in your cover letter. We are interested in a diverse team and willing to train the right person.

EnviroCentre is committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity, please advise us in a timely fashion of any accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

**Closing date:** Wednesday, December 8

**Anticipated start date:** January 2022

**Important:** Please send your CV and Cover Letter to [info@envirocentre.ca](mailto:info@envirocentre.ca)

Please ensure your CV file (PDF) includes your first and last name and the reference number (Reference# EC202107)

Example: Jane\_Doe\_EC202107.

Please also put the Reference# EC202107 in the subject line of your email.

*We thank all applicants for their interest, however only candidates selected for an interview will be contacted.*