



Helping people live sustainably

Job Description **Registered Energy Advisor** September 2, 2020

- Term of contract:** October 1, 2020 - ongoing part-time piecework
- Hours:** Vary. Volume of work will range from 0 – 5 days per week depended on the number of audits and auditors available.
- Training:** REA Training is expected for candidates requiring that training. Foundation Exam must be successfully completed prior to this training. For candidates who are REA's additional Green Communities Canada training will be required.
- Reporting to:** Energy Programs Manager

Background

Reep Green Solutions is an environmental charity that helps people in and around Waterloo Region live sustainably. We work to empower people with the practical tools, knowledge, and capacity for action to make sustainable living the norm. Current focus areas are home energy efficiency, water conservation, healthy yards, and waste reduction. In short, we work together with the community on practical solutions for addressing and adapting to climate change.

Position Summary

Reep Green Solutions is looking to expand its team with a **Registered Energy Advisor (REA)** to cover the **Kitchener, Waterloo, Cambridge, and the surrounding area** for the delivery of the EnerGuide Rating System (ERS15) audits. Join our friendly and dedicated team of energy professionals in delivering audits, encouraging homeowners to make deep retrofits in their homes, qualify for incentives, and reduce greenhouse gas emissions. **Your work will contribute directly to achieving our new intended impact:** By 2030, people impacted by Reep Green Solutions have taken 10,000 meaningful actions to collectively shift our community to a resilient, low carbon future.

Remuneration is offered on a per-file basis at an industry-competitive rate. Compensation is dependent on file volume and advisor availability, but this is projected to be a part-time position in the range of \$15 000 – \$20 000 annually, with potential for more, depending on demand. This work is appropriate for someone with the flexibility to work when needed, with no guarantees on the number of audits that can be provided.

Tasks and Responsibilities

- Conduct residential audits using the *EnerGuide for Houses* system procedures
- Prepare, present, and explain custom Home Energy Plans to residential customers
- Prepare and deliver *EnerGuide for Houses* labels to residential customers
- Promote and conduct follow-up audits with residential customers
- Complete and submit, on a timely basis, all required reports and electronic files
- Complete and submit required paperwork for any applicable incentive programs
- Respond promptly to all issues and inquiries
- Promote related services and programs
- Conduct follow up phone calls with customers as required

Scheduling

- Make available at least one timeslot per week outside regular business hours.
- Provide the Reep Green Solutions office with a schedule of the Advisor's availability on the first of each month for the subsequent three month period or as instructed.
- Work within the scheduling requirements of the Customer Service team.

Customer Service

- Bring the proper forms and literature for each appointment.
- Promote and properly represent associated information to be delivered to the homeowners
- If customers have not already chosen a contractor, advise customers to obtain a minimum of 3 quotes when contracting work, as required by the Enbridge Gas Home Efficiency Rebate program.
- When requested during energy evaluations, provide clients with Reep Green Solutions Participating Contractors List.
- Complete all work in a courteous and honest manner that is consistent with the goodwill of Reep Green Solutions and our partners, including Enbridge Gas, Kitchener Utilities, and Green Communities Canada.
- Conduct work in such a way as to not compromise the safety of the client, Reep Green Solutions staff or any other persons involved.
- Provide appropriate identification to the client when requested.
- Get client signature on the file copy of appropriate consent form.
- For fee-for-service work collect the appropriate fees from the homeowner by cheque or cash.
- Respond to customer and contractor queries or conflict situations within 48 hours in a professional and constructive manner.
- Inform the Customer Service coordinator and the Energy Manager in writing about the resolution of the query or conflict.

Administration

- Attend training and staff meetings as required.
- Respond to and attend to all issues arising from the Reep Green Solutions office, the Enbridge Gas office and the Green Communities Canada Quality Assurance promptly and within the allotted timeframe.

Technical

- Supply at the Advisor's expense a working laptop computer and all tools/materials necessary to complete audits (ladder, flashlight, etc.) other than those supplied by Reep.
- The Advisor will ensure that all pilot lights are lit and that both the furnace and hot water tank are properly functioning prior to leaving the client's house. A \$50 relighting service fee will be charged to the Advisor if he/she fails to attend to clients promptly.

File Submission

- Complete Assessment Tracking Forms for each customer as required.
- At the end of every weekly submission period, the Advisor will submit the client fees collected, the Evaluation Tracking Sheets and cancellations for which the Advisor is seeking compensation.
- Upload all required electronic documents to Reep Green Solutions office within 3 business days.
- In case of any "no show" appointments, the advisor will contact Customer Service immediately to ensure weekly tracking is up to date and accurate.
- For non-Enbridge Gas energy services: At the end of every weekly submission period, the Advisor will submit all electronic files, homeowner reports, scanned data collection forms, and pictures, for each completed client file.
- It is the advisor's responsibility to ensure that file submissions are in accordance with NRCan guidelines and are submitted to NRCan within 30 days after the audit date.

Pricing for Services

- The setting of clients' fees is the sole responsibility of Reep Green Solutions. The Advisor will be notified of the price to be charged on the schedule prior to the visit.
- No other fee will be charged to the client by the Advisor under any circumstance.

Confidentiality

- The Advisor shall keep all information received as to the business carried on by Reep Green Solutions and with respect to clients confidential.

Other Terms

As a Registered Energy Advisor employed by Reep Green Solutions, you shall not do any of the following:

- Provide *EnerGuide Rating System* services for any delivery agent other than Reep Green Solutions unless specifically agreed to in writing by the Energy Programs Manager.
- Conduct any outside business or personal business with the client during an evaluation.

Qualifications and Skills Required

- Preferences will be given to candidates who are Registered Energy Advisors and recently active Certified Energy Advisors.
- A detailed knowledge of the HOT2000 program is required, as well as building construction knowledge. A key attribute is strong customer service, computer and communications skills, both verbal and written.
- Candidates must have their own cell phone, digital camera, laptop, scanner, high-speed internet at home, and access to a vehicle. Additional small items required are a step ladder, pliers, flashlight, tape measure, short extension cords, and a retractable knife.
- Candidates should be willing to work some evening and Saturday appointments. Candidates must be able to lift boxes of inventory, climb ladders and be in a general state of good physical fitness.
- Candidates should have strong interpersonal and social marketing skills and a demonstrated commitment to environmental goals.
- Possession of a valid Ontario driver's license and access to a reliable vehicle with liability insurance of not less than \$1 000 000 is required.

Time required

Each basic audit takes 2-3 hours on-site plus an additional 2 hours for home office reporting and providing reporting information to Reep's customer service team. Mileage is included in the fee schedule.

Health & Safety during COVID-19

Reep Green Solutions is following the public health guidelines with regards to COVID-19 we have safety protocols in place for our advisors and will continue to adapt our operations accordingly on an ongoing basis. Our priority is to ensure the health and safety of our staff, clients and the communities where we work and live. For further details please see: <https://reepgreen.ca/covid/>