



Position Announcement

Job Title:	Bilingual Home Energy Squad (HES) Crew Leader (English/Hmong)
Job Status:	Full-Time Permanent, Non-Exempt
Benefits:	Employer paid medical, dental, long-term disability insurance and retirement benefits; paid time off and holidays
Salary Range:	\$15/hour starting, depending on qualifications, subject to adjustment based on annual performance
Reports To:	Home Energy Squad Crew Manager

Position Description

The Neighborhood Energy Connection (NEC) improves people's lives by making energy conservation easy. The NEC offers innovative programs such as the Home Energy Squad, HOURCAR car sharing, Energy Smart Homes deferred home improvement loans, and Home Performance with ENERGY STAR rebates. These programs help people across Minnesota use less energy, save money, and add value and comfort to their homes.

The NEC seeks an experienced, detail oriented candidate to install energy conservation materials, interact with customers, and oversee crew members through home visits. This is a bilingual position and all candidates must be proficient in Hmong and English.

Responsibilities

- Lead crew site visits to install energy efficiency measures in homes
- Walk homeowners through the home to identify areas where Home Energy Squad can help save energy
- Inspect the home's insulation levels and mechanical appliances and refer customers to appropriate rebate, financing and incentive programs
- Install light bulbs, programmable thermostats, door weather stripping, water heater blankets, low-flow shower heads, and smart power strips
- Identify what areas a homeowner can work on to improve their energy consumption, recommend ways in which the homeowner can achieve these goals
- Ensure homeowner understands your recommendations
- Respond to customer questions, complaints and callbacks
- Direct, teach and offer assistance to Crew Members
- Provide input on Crew Members for performance evaluations
- Help clean, maintain and stock a small warehouse
- Occasionally go door to door in order to find new customers for the program
- Accurately document items installed in the home and collect payment
- Enter customer invoices into a database and file paperwork

Qualifications

- Proficiency in both Hmong and English required

- A college degree or a high school diploma with 2 years experience in a related field
- Experience in a leadership role
- Ability to offer constructive feedback to less experienced staff
- Experience delivering a high level of customer service
- Knowledge of energy efficiency practices
- Experience with simple home improvements
- Ability to lift 40 pounds and work in tight spaces such as attics and crawlspaces
- Strong organizational skills and attention to detail
- Self-motivated
- Ability to work with database software
- Possess a valid driver's license and a good driving record
- Must pass Xcel Energy's drug and security screening

Desired Qualifications

- Building Science training

Physical Requirements

- Requires frequent stooping, kneeling, reaching, grasping and standing in order to assess customer's homes and install materials
- Must be able to frequently lift 20-50 pounds including handling ladders and positioning them
- Must occasionally be able to climb a ladder, balance, bend/crouch, crawl and use upper extremities to push and pull
- Ability to use frequently use tools that require finger dexterity, repetitive motion and perceiving attributes of objects by touching
- Constant interactions with customers and co-workers that require talking, hearing listening, seeing, eye-hand coordination and visual inspection
- Must be able to tolerate working inside and outside and frequent temperature changes
- Work frequently involves close quarters when inspecting customer's homes including attics and crawlspaces
- Ability to constantly concentrate on the tasks at hand and ability to learn new things and retain that knowledge
- Frequent use of communication devices including phones to schedule customer visits and computers to record visit information

How to Apply

Interested candidates should submit a cover letter and resume. E-mailed applications are preferred at hr@thenec.org. Please include "Crew Leader" in the subject line. Applications can be mailed to: Kevin Horkheimer, HES Crew Manager, Neighborhood Energy Connection, 1754 University Ave. West, Saint Paul, MN 55104. No phone calls, please.

The NEC is an equal opportunity and affirmative action employer. The NEC does not discriminate against any employee or applicant for employment because of race, creed, religion, sex, sexual or affectional orientation, gender identity, color, national origin, ancestry, familial status, age, disability, marital status or status with regard to public assistance.