



## Central Coast Energy Services Job Description

**Title:** HERS Services Manager  
**Reports To:** Director of HERS Services  
**FLSA Status:** Exempt  
**Salary:** \$56,160 – \$72,800 Annually – Depending on Experience  
**Status:** Full time/Regular

### **General Duties and Responsibilities:**

Under limited supervision, the HERS Services Manager manages a variety of customer service and administrative functions related to the activities and operations of the agency's fee for service program, including technical support, lead generation and sales, marketing, HERS rater scheduling, customer assistance, clerical, and office related functions.

### **All CCES employees must:**

- Work safely and take responsibility for a safe and healthy workplace (on and off site).
- Contribute to the accomplishment and continual refinement of the mission and goals of Central Coast Energy Services.
- Support each member of the Central Coast Energy Services team in the efficient delivery of quality service.
- Train others to become productive members of the Central Coast Energy Services team.
- Be dedicated to the compassionate service of those in need.
- Maintain confidentiality of customer information and personnel matters.

### **Specific Duties and Responsibilities:**

- Provide contractor support on building code, HERS registry and permit related inquiries.
- Generate new customer leads, make telephone and in-person sales calls.
- Assist with program marketing and outreach.
- Create business, technical and marketing documents, forms and flyers.
- Receive and route telephone calls, respond to customer inquiries, and provide information on HERS services.
- Assist in the development of bids, project scopes and costs.
- Communicate with building inspectors and officials on code and permit related matters.
- Enter data, maintain and organize CalCerts and CHEERS HERS registries
- Social media management and content generation
- Database management and maintenance
- Video production management
- Make appointments with customers and maintain appointment schedules.
- Maintain existing customer accounts through email correspondence, telephone and in-person communications.
- Keeps track of received data and source documents.
- Prepares and sorts source documents, and identifies and interprets data to be entered.
- Contacts originators of source documents to resolve questions, inconsistencies, or missing data.
- Data entry of alphabetic, numeric, or symbolic data from source documents

- Ability to perform mathematical calculations using addition, subtraction, division, multiplication, and percentages.
- Compiles, sorts, and verifies accuracy of data to be entered.
- Keeps records of work completed.
- Reviews error reports and enters corrections into computer.
- Files or routes source documents after entry.
- Assist customers with filling out documents.
- Provides routine office support such as making copies, faxing, answering phones, prepares correspondence for mailing, and delivering and picking up correspondence.
- Typing, filing, and record keeping.
- Keeps Director of HERS Services abreast of issues that may impact performance

**Other duties include but are not limited to:**

- Train other employees and volunteers
- Proficient in MS Office Suite (Word, Excel, Outlook, Powerpoint).
- Ability to type 40 wpm from clear copy.
- Work evening or weekends as needed
- Other duties as assigned

**Skills and Minimum Qualifications:**

To perform the job successfully, an individual must demonstrate the following competencies.

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.
- **Building Code** – Demonstrates understanding of building code and the ability to answer related customer inquiries.
- **Customer Service** - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; presents numerical data effectively; Able to read and interpret written information.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time.
- **Sales** – Generates new customer leads and demonstrates the ability to close the sale.
- **Judgment**- Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions.
- **Planning/Organizing** - Uses time efficiently, good organizational skills and attention to detail
- **Professionalism** - Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position;
- **Quality** - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner;
- **Adaptability** - Manages competing demands.
- **Attendance/Punctuality** - Is consistently at work and on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

**Minimum Computer Proficiency Skills:**

- Microsoft Word
- Microsoft Excel
- Microsoft Windows XP Operating System
- Microsoft Power Point
- Microsoft Outlook

Central Coast Energy Services reserves the right to verify skill proficiency through testing on any of the above referenced categories and any other skills and knowledge required by the position applying for.

**Training and Experience:**

Any combination of training and experience, which would provide the required skills and minimum qualifications, is qualifying. A typical way to obtain these skills would be:

- A minimum of 2 years work experience performing duties comparable to that of a HERS Services Manager With Central Coast Energy Services
- AA/AS degree in construction management, energy management or equivalent –OR- HERS rater certification preferred

**License Requirements:**

Possession of an appropriate driver's license; vehicle insurance, and a good driving record.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop. The employee will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and ability to adjust focus.

*This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.*

*No application will be considered unless accompanied by a DMV Driver's License Record Printout dated within the previous 30 days.*

*All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 40), veteran status or any other merit factor unrelated to job duties.*

**An Affirmative Action/Equal Opportunity Employer**