

Central Coast Energy Services, Inc.

Job Description

Job Title: Weatherization Contracts Manager
Reports To: Program Manager
FLSA: Exempt
Salary: \$75,000 - \$88,000 per year
Status: Full time – Regular
ServTraq: Weatherization Contracts Manager

General Duties and Responsibilities: Manages administrative aspects of the Environmental Services group and the service delivery system with minimal supervision. Supervises Customer Service Workers and Weatherization Coordinators. Oversees department scheduling, customer communications, the weatherization job pool, project work orders and status updates, job costing, contract reporting and logistical support. Works with others in the CCES Management Team to achieve the goals of the organization.

All CCES employees must:

- Work safely and take responsibility for a safe and healthy workplace (on and off site).
- Model job performance aligned with CCES' core values.
- Contribute to the accomplishment and continual refinement of the vision, mission and goals of Central Coast Energy Services.
- Support each member of Central 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.
- Be on the learning side of the digital divide.

Specific Duties and Responsibilities:

- Coordinates with workers in setting up and communicating, maintaining, and coordinating crew job schedule.
- Reviews completed jobs and checks documentation for accurate time and materials accounting.
- Prepares reports and reconciles jobs for month-end reporting
- Coordinates and oversees activities for contract based projects within the framework of contractual policies, procedures, guidelines, and budgets.
- Assists in designing, developing, and monitoring automated systems.
- Assists in preparing and maintaining written procedures for operations and activities.
- Assists in designing outreach and marketing programs.
- Assists in preparation of grants and contract application processes.
- Monitors on a consistent basis
 - status updates of jobs
 - completion of jobs for billing
 - job pool and job pipeline flow
 - crew schedules
 - ongoing worker performance and quality assurance
- Understands agency contracts and assures that all Environmental Services work is conducted according to applicable standards, contract and program regulations, Technical Reference Manual (TRM), and state and local building codes.
- Develops and meets dynamic monthly service goals and budgets with Central Coast Energy Services team members.

- Provides supervision to Customer Service Workers, Weatherization Coordinator and office interns and evaluates their job skills, proficiency and performance in accordance with established guidelines and schedules. Focuses on positive morale as well as discipline
- Assists in employee recruitment, hiring, training and makes recommendations on promotions and personnel actions.
- Conducts regular performance evaluations for employees supervised
- Schedules, directs, conducts and participates in relevant trainings and workshops
- Is responsible for safety meetings and office safety.
- Recognizes and identifies changes needed to expand and improve customer service through more effective and efficient management and coordination of policies, personnel, and resources.
- Assures quality customer education regarding safety hazards and energy conservation measures; discusses and coordinates work with customers
- Establishes and maintains cooperative relationships with other agencies, self-help programs, and companies dedicated to community benefit building repair and maintenance.
- Acquires permits as needed and oversees the permitting process.
- Performs related duties similar to the above in scope and function as required.
- Works with the public
- Collaborates with funding source representatives
- Maintain discipline and morale for Environmental Services office staff.

Skills and Minimum Qualifications:

- Ability to react to change productively and handle other essential tasks as assigned.
- Excellent English language and communication skills (verbal and written).
- Ability to organize, support and schedule work for maximum efficiency and personnel and resource utilization.
- Ability to supervise and motivate people, and work cooperatively with others in solving complex issues and problems
- Ability to pay attention to detail and work independently.
- Knowledge of state and local building codes, ordinances, and regulations; building code standards, terminology, and construction methods; occupational health and safety standards, inspection methods, procedures, and record keeping.
- Systematic and patient in serving the needs of all customers especially those of low-income.
- Excellent technology skills.
- Proficient in MS Office (Word, Excel, Outlook). Ability to learn, apply, and explain rules, methods, policies and procedures of a learning workplace.
- Work productively in the absence of supervision and have leadership responsibilities with others.

Minimum Computer Proficiency Skills:

- Microsoft Word, Excel, Outlook, Windows Operating System, understanding database concepts.

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 being applied for.

Training and Experience: Any combination of training and experience, which provides the knowledge, skills and abilities to successfully perform the required activities, is qualifying. A typical way to obtain these skills would be:

- Minimum of 5 years experience performing duties comparable to that of the Weatherization Contracts Manager at Central Coast Energy Services

License Requirements:

- Possession of a California driver's license; vehicle insurance, and a good driving record.
- Possession of a current valid California Contractors State License Board class B license or the ability to acquire one.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Office, warehouse and storage facilities in San Jose, CA and at remote locations that may be developed in the future.
- Field work – private homes, businesses and other worksites.

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 to high.

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. Hear and distinguish various sounds, such as voices of coworkers in noisy environments, operating equipment, traffic. The employee is required to stand; occasionally walk on uneven ground; bend; squat and twist; reach with hands and arms above and below shoulder level; climb or balance and stoop, kneel, crouch, or crawl. Work under such conditions as confined spaces, strong and unpleasant odors, exposure to dust, toxic substances and/or chemical irritants (within legal exposure limits). Work at a height of 15 to 20 feet above the ground. The employee will infrequently lift and/or move up to 50 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.

All applicants invited to interviews will be required to provide 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