POSITION: Outreach Specialist

REFERENCE CODE: 2821

JOB DESCRIPTION:
CLEAResult is a leading provider of energy efficiency programs and services. Through proven strategies tailored to clients’ unique needs and market dynamics, our experienced energy experts help make the wise use of energy a way of life for hundreds of utility and business partners around the globe. Founded in 2003, CLEAResult is headquartered in Austin, Texas, with over 3,500 employees in more than 40 cities across the U.S. and Canada.

CLEAResult is looking for an Outreach Specialist. The Outreach Specialist is responsible for managing the Trade Ally deliverables for the full suite of commercial and industrial programs, with a focus on the Small Business Direct Install (SBDI) program. This will require a solid understanding of lighting technologies germane to small businesses with an energy demand of less than 100kW/year. Successful implementation of the SBDI program will require generating program awareness in the Kansas City market with Trade Ally contractors, as well as energy efficiency stakeholders.

A qualified candidate will be skilled at motivating electrical and mechanical contractors to participate in the program by tracking submitted projects and associated deliverables, collecting data and reporting results, and executing processes to assist in the success of our program teams.

Activities and tasks may include, but not limited to, identifying and engaging lighting contractors, training contractors on the SBDI software program, review of rebate applications for completeness and in good order, data entry, filing, posting, copying, keeping records, and other similar duties. The Outreach Specialist will work on assignments that are complex in nature where good judgment is required in resolving problems and making recommendations to external and internal stakeholders.

Candidates must have experience coordinating multiple high-quality deliverables on tight deadlines. Strong organizational and time management skills and proven ability to multi-task are a must. Successful candidates will be highly organized, comfortable with MS Office, have the aptitude to quickly learn, and be comfortable learning new software. In addition they will be creative, detail and solution oriented, and team-focused.

Responsibilities:
• Identify and engage electrical and hvac contractors.
• Identify, engage and manage lighting contractors with a focus on small business lighting solutions
• Train lighting contractors on energy assessment processes, eligible measures and Small Business Direct Install program software
• Build project submittal volume from participating contractors.
• Review project applications/documents to determine information to complete rebate processing.
• Assist with document compilation and approval for incentive processing and troubleshoot issues.
• Analyze project submittals and match to energy efficiency measures to determine qualification for incentives.
• Enters contractor/stakeholder (Trade Ally) data into customer relationship management software.
Communicate effectively with Outreach Manager, contractors and associated stakeholders including monitoring active projects.

• Educate Trade Allies on program in classroom and one-on-one settings.
• Influence Trade Allies on application best practices and prevent escalations.
• Perform project site visit verifications to assess accuracy of pre and post installation submittals.
• Analyze and track program performance data and report on program performance.
• Work with program team to continuously develop new tools and processes.
• Complete assigned tasks in a timely manner and communicate clearly with Outreach Manager and program team.

Qualifications:
• Two years’ experience in small business lighting technologies and solutions
• Direct experience working with contractors
• Experience working for or with a commercial contracting firm is a plus
• Understanding of non-renewable energy efficiency measures and opportunities
• Excellent internal and external communication skills, and ability to work well on a team
• Proficiency in Microsoft Office - Excel, PowerPoint, Outlook, and proprietary tools
• A passion for learning and developing improved processes when needed
• Strong customer service skills and a flexible attitude
• Excellent attention to detail in a fast-paced environment
• Strong problem solving and issue resolution skills
• Superior organization and time management skills
• Ability to multi-task and seamlessly move between tasks and shifting priorities
• Excellent verbal and written communication skills
• Analytical thinker able to perform reporting and market targeting functions