



## Contract Opportunity: Virtual Energy Expert (Remote/Online Position)

**POSTING DATE:** May 2, 2022

**CLOSING DATE:** Open

**EMPLOYER:** [City Green Solutions](#)

### **THE POSITION OVERVIEW**

We are hiring additional Virtual Energy Experts to join our growing Virtual Energy Efficiency Services team. This role can be a contract or employee position and is flexible as to the hours/days worked (part time to a moonlighting position).

Energy Experts provide a wide range of Virtual Home Energy Support services to help homeowners determine the right home energy improvement for their home, and to support them to make informed decisions that meet their needs and budget. The work of an Virtual Energy Expert does not replace an EnerGuide evaluation but may follow an energy evaluation to support the homeowner with retrofit implementation questions and/or if support is provided prior to an energy evaluation will often lead to a recommendation for the participant to have an energy evaluation by selecting an energy advisor from [www.betterhomesbc.ca/ea](http://www.betterhomesbc.ca/ea).

### **RESPONSIBILITIES (Summarized)**

- Review homeowner survey and make note of the key concerns, motivations, goals that the homeowner has identified and build a plan for what parts of the home you wish to discuss/be shown during the Virtual support session.
- Schedule the virtual meeting.
- Meet virtually with homeowners, strata or co-op building representatives via the phone or video call.
- Ask the homeowner/building representative questions and listen to their concerns and questions.
- Provide guidance and support, inform of the options available and provide information to make an informed decision. This may include, but is not limited to:
  - Doing a virtual walk through with the homeowner (i.e. to check out a heating system, uninsulated basement).
  - Interpret an EnerGuide report or other energy report recommendation.
  - Support with interpreting and understanding contractor quotes.
  - Providing information on cost ranges for upgrades.
  - Referring: Recommending an EnerGuide energy evaluation ([www.betterhomesbc.ca/ea](http://www.betterhomesbc.ca/ea)), contacting a registered contractor, contacting the [betterhomesbc.ca](http://betterhomesbc.ca) energy coach service, taking on a DIY project, etc.
  - Answering homeowner questions and concerns that are limiting them from starting or completing a home energy improvement.
  - Providing guidance on type of heat pump system best suited for the home
  - Providing House-As-A-System advice
  - Providing information on the benefits of home energy improvements
- Accessing support from one of the City Green technical support team, as needed.
- Produce a short summary report (based on template).
- Tracking and invoicing for the virtual support service.

### **QUALIFICATIONS (Skills, Experience, Personality)**

This position is perfect for a recently retired Energy Advisor/Energy Modeller or an Energy Advisor who is ready to drive less, do less energy modelling or supplement field work with virtual work. The position is also ideal for individuals with relevant experience wanting to put in extra moonlighting hours in addition to the day job. Ideal qualifications include:

- Currently or previously registered as an EnerGuide Rating System Energy Advisor is a strong asset, but not a requirement.
- Must have extensive experience identifying energy efficiency retrofit opportunities and answering homeowners' questions.
- Must be an excellent listener, a good communicator and be very comfortable speaking with homeowners on the topic of home energy improvements and reducing a household greenhouse gas footprint.
- Must be patient, personable, friendly, motivating, and non-judgemental.
- Must be the type of person that enjoys helping people make informed decisions.
- Should be insightful and understand that home energy improvement recommendations need to be within the participant's financial means and/or that DIY projects recommended need to be within the participants' physical means.
- Should be knowledgeable, or be capable to learn quickly, about the retrofits most appropriate for BC residents and BC homes.
- Should have a strong understanding about heat pump technologies, the options for how they can be applied in homes and multi-unit residential buildings, and how to speak to the benefits of heat pumps (training provided).
- Should have a strong understanding of the House-As-A-System concept and how it is applied (training provided).
- Must believe that climate change is real and that homeowners can make a difference by both making their homes more resilient to the impacts of climate change and reducing the climate impacts of their home through retrofits and efficient electrification.
- Should be knowledgeable, or have a willingness to learn, about the BC Building Code, Vancouver Building By-Laws, CleanBC Better Homes program, Canada Greener Homes Grant and application processes (training provided).
- Must have an excellent command of spoken and written English. Fluency in another language (particularly Cantonese, Mandarin, Punjabi and Farsi) is an asset.
- Must have access to a quiet location to work remotely from, access to reliable Wi-Fi, and a password protected computer.
- Must be committed to respecting participant privacy and the confidentiality agreements of the program.



### WHAT WE OFFER

- **Start Date:** As soon as the right candidate is available.
- **Hours:** Flexible based on availability of the applicant. There will be recommended minimum numbers of hours per month.
- **Compensation:** To be negotiated on hourly/fee-for-service rates and dependent on whether the position is a contract or employee position.
- **Location:** Virtual. Preference for applicants based in BC, but we are open to applications from far and wide.
- **Training:** We are looking for individuals that come to the position with a high level of relevant experience. However, substantial training is provided on how to provide the virtual support service and on any areas where the applicant feels they need additional learning.
- **Technical Support:** City Greens technical support team is on call to support Virtual Energy Experts as we are continually enhancing the service to meet homeowner's needs.
- **Work Environment:** This is a work from home position but Energy Experts are supported and part of City Greens dynamic and engaged team.

### HOW TO APPLY

Qualified candidates can submit cover letter and resume (**in one PDF attachment**) to [kristi.owens@citygreen.ca](mailto:kristi.owens@citygreen.ca).

- Early applications are encouraged
- While we truly appreciate all applications, only those selected for an interview will be contacted. No phone calls or walk-in applications, please.
- City Green is an equal opportunity employer. Qualified individuals are encouraged to apply regardless of their religious affiliation, race, age, sex, sexual orientation or nature of disability. Please feel free to self-identify in your application if you would like to.

### ABOUT CITY GREEN

City Green Solutions is an enterprising non-profit organization with a mission to excite, inspire and lead British Columbians in finding energy and GHG reduction solutions. We provide a wide range of energy efficiency services, including program development and delivery, training, energy coaching, energy evaluations. For more information, see: <http://www.citygreen.ca/>

