



## Technical Outreach Specialist

Resource Innovations is an environmental consulting company specializing in energy and water efficiency, helping and empowering people to make smart energy choices. With deep roots in energy efficiency program design and implementation, Resource Innovations is leading the industry with innovative program solutions, working with community organizations toward a collaborative economy.

Resource Innovations is seeking a **Technical Outreach Specialist** to join our team in Chicago, Illinois. This position will work in a dynamic environment to engage government and industrial customers to implement energy efficiency projects in the Chicagoland area. The Technical Outreach Specialist will participate in field outreach activities to potential program customers and provide office-based support for our team of outreach consultants and managers to process and track program applications. The Technical Outreach Specialist will analyze plans and drawings to identify energy savings opportunities, collect application information, track the pipeline of projects in the program, and generate client and internal reporting.

The Technical Outreach Specialist should have experience in building systems, financial analysis, team support and customer outreach.

### KEY RESPONSIBILITIES

- Analyze program data such as energy savings, incentive calculations and application status to create management reports to streamline operations
- Prioritize projects in the program pipeline and assist team members in closing and processing them through multiple utility data tracking systems
- Identify trends in program performance and create program performance benchmarks
- Identify and create specifications for database improvements
- Perform quality control on program data prior to developing monthly reports, regulatory reports, and invoices
- Perform database queries and program data analysis as requested from client
- Develop, streamline, and automate energy efficiency program processes
- Perform market research
- Provide flexible support to other team members on an as-needed basis
- Assist in the cultivation of a regional network of equipment suppliers to engage them in program opportunities, provide tools and program training, and motivate them to offer high efficiency equipment to their customers
- Develop and implement marketing and outreach strategies to encourage targeted customer groups to invest in energy efficiency measures
- Maintain clear and up-to-date contact management database
- Other responsibilities as assigned

## **KEY SKILLS**

- Excellent teamwork, customer service skills and professionalism in working with customers and clients
- Self-motivated, able to set and achieve own work priorities with limited day-to-day guidance from manager
- Excellent analytical problem solving through excel and other tools
- Patience and tenacity to ensure accuracy and timeliness in multiple utility tracking systems
- Ability to communicate complex ideas in appropriate format for audience
- Detail oriented with the ability to multi-task while consistently meeting deadlines with accuracy and within budget

## **REQUIREMENTS**

- Bachelor's degree (Engineering, Energy, Building Science, Environmental Science, Construction Management) or related experience
- 3 years of experience working in the government or C&I sector desired
- Demonstrated knowledge of technical concepts within energy efficiency
- Demonstrated knowledge of energy efficiency strategies including but not limited to: EMS, efficient lighting and controls, efficient HVAC and controls, process efficiency, etc.
- Proven experience in managing customer accounts, fostering relationships, and providing superior service
- Demonstrated business acumen and professionalism
- Highest ethical standards
- Proficient skills with Microsoft Office Suite, CRM tools

## **EQUAL OPPORTUNITY EMPLOYER**

Resource Innovations is an Equal Opportunity Employer, committed to ensuring equal employment opportunities for all job applicants and employees without regard to race, color, religion, national origin, gender, age, disability, marital status, genetics, protected veteran status, sexual orientation, or any other protected status. In addition to federal law requirements, Resource Innovations complies with applicable state and local laws governing non-discrimination in employment in every location in which the company does work.

The above job description and job requirements are not intended to be all inclusive. Resource Innovations retains the right to make changes or adjustments to job descriptions and/or job requirements at any time without notice.