



Technician/Senior Technician

General Class Description: Under general direction of a Manager or Director, a Technician develops and implements programs or activities of their associated department; provides assistance to management; performs related work as assigned. This class has supervisory responsibility. A Technician is responsible for achieving program goals and objectives, may supervise staff, and participates in the day to day operations and activities of their designated program or functional area within a department. A Technician works with a Manager or Director to follow consistent and efficient implementation of agency operational policies and long-term operational excellence. This position class is distinguished by broadly defined duties related to program and project management, with expertise developed and expanded under supervision and oversight. This position exercises discretion and independent judgment in the coordination and prioritization of duties and responsibilities assigned, and acts on behalf of the Manager or Director in their absence.

Summary

The Technician works under general direction of the departmental Manager or Director and has responsibility for a wide range of matters related to one or more of RCEA's programs. The Technician develops and implements activities to deliver services to other staff, customers, and third-party partners. Tasks may be to engage with customers and product and service providers, define and develop program offerings, implement measures, manage customer relations, and coordinate tools and resources for program activities. The Technician role requires strong technical knowledge of building energy systems such as home performance principles, building science, commercial lighting and space conditioning, controls, and overall best practices. The Technician demonstrates broad discretion and diplomacy to engage with customers autonomously and make recommendations with the potential for financial, operational, and health and safety consequences in customer settings. Selected positions require specific certifications. The Technician is familiar with project management, general office procedures, and has strong technical writing, analysis, and reporting skills.

Essential Functions and Responsibilities

Duties are illustrative only and may vary. Other duties may be assigned.

- Professionally represent the organization to customers and project partners while conducting outreach and implementation activities.
- Identify and engage with customers and partners to promote various RCEA services, identify and implement measures, and develop long-term relationships for energy-related projects.
- Act as project manager for a portfolio of projects, typically in a specific business or technology sector.
- Coordinate with business partners to meet shared objectives, resolve issues, streamline project delivery, and achieve a high standard of customer satisfaction.
- Lead the implementation of one or more programs to address opportunities in energy efficiency, integrated demand side management (IDSM), greenhouse gas reduction, and renewable energy.
- Conduct ongoing research and analysis on technological and business development, and recommend changes and enhancements to program design and direction.
- Support data collection and management, and metric development.
- Support program budgets, expenses, schedules, and reporting.
- Perform data analysis for energy efficiency, IDSM, and other selected projects.
- Prepare written and graphical information relating to assigned and related program areas.

- Coordinate various outreach and public education efforts.
- Assist with ongoing tracking and reporting of regulatory and compliance obligations.
- Provide supervision to other staff members, job trainees, and volunteers in support of various RCEA programs.
- Assist with coordinating and staffing public events, workshops, and meetings.
- Participate in routine evaluation and continuous improvement of existing policies and procedures.

Minimum Qualifications

Experience/Education:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Education or experience equivalent to a bachelor's degree or greater in a related field.
- A minimum 3 years (5 years for Senior Technician designation) of progressively responsible relevant work experience.
- Some positions will require specific professional certifications and/or the ability to achieve and maintain those certifications in the first six months in the position.

Knowledge of:

- Energy-related technologies, practices, and system processes.
- Business software applications, including MS Office, Adobe, web browsers, tools for calendaring and project management, and database management systems.
- Administrative practices and procedures, such as business letter writing and the operation of common office equipment.
- Intermediate project management.
- Principles of customer service and business communication.

Ability to:

- Provide program-based guidance to customers, the general public, and business partners.
- Evaluate, recommend and implement measures.
- Assist in collaborative program development and design, including needs assessments, project design, drafting proposals, preparing marketing tools, and determining evaluation and reporting metrics.
- Critically evaluate proposals, policies, procedures, and metrics for program success.
- Plan, schedule, budget, and allocate resources.
- Prepare (or assist with the preparation of) routine reports as required by RCEA, funding agencies, regulatory, and other interested parties; and ensure that all reports are accurate, comprehensive, timely, well documented, and maintain the credibility of the program.
- Create digital maps, charts, and other visual aids to graphically present physical details, project metrics, and similar data.
- Apply intermediate mathematical skills to organize, compute, and interpret data.
- Independently learn, interpret, and apply policies, procedures, and resolutions.
- Exercise independent judgment to develop and adaptively implement existing program processes and procedures.
- Maintain a good working relationship with co-workers, stakeholders and customers.
- Use hand and diagnostic tools and climb ladders, work overhead, and crawl in confined locations.
- Manage multiple priorities, meet deadlines, and quickly adapt to changing priorities in a fast-paced dynamic environment.
- Work well under pressure.
- Be thorough and detail-oriented.
- Demonstrate patience, tact, teamwork and commitment to superior service and performance.
- Communicate effectively verbally, in writing, and through presentations.

Working Conditions and Essential Requirements

The physical demands described here are representative of those required for the position, which includes both office-based activities and field work. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard and other office equipment. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. Fine and gross motor control is required to place and operate diagnostic and data collection equipment in a variety of settings. The position requires the ability to use ladders and hand tools and to physically navigate building service spaces such as attics and crawlspaces or equivalent. The position occasionally requires lifting and/or moving objects. RCEA will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request. Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternate transportation and a safe driving record is required.

Preferred Qualifications

- Master's degree with a focus on energy efficiency and/or renewable energy.
- Knowledge of RCEA programs.
- Prior experience working with public agencies and/or public utilities.
- Extensive knowledge of and work experience in energy conservation and efficiency strategies and measures, building construction, and related IDSM topics.
- Knowledge of investor owned utility and/or CPUC energy efficiency programs, regulatory proceedings, and public policy.
- Experience working with organizations involved with projects and programs in the areas of environmental and economic development.
- Experience working in an entrepreneurial context.

THE REDWOOD COAST ENERGY AUTHORITY IS COMMITTED TO A DIVERSE WORKFORCE AND IS AN EQUAL OPPORTUNITY EMPLOYER. RCEA MAINTAINS AND PROMOTES A POLICY OF NONDISCRIMINATION AND NONHARASSMENT ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, HANDICAP, MARITAL STATUS, SEXUAL ORIENTATION, AND NATIONAL ORIGIN OR GENETIC CHARACTERISTIC.