

**MAJOR FUNCTION**

This is entry-level professional, technical and public contact work in the field of energy conservation and utility marketing involving residential dwellings. Work involves conducting walk-through gas and/or electric residential energy audits high-bill investigations and facilitating customer participation in the City's electric utility Demand Side Management (DSM) and Gas Marketing programs. Work is performed under the general direction of an administrative superior. The employee is expected to exercise judgment and initiative in the performance of work tasks. Work is reviewed through analysis of reports, conferences and observations.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Conducts utility energy and water audits in residential structures to promote and deliver the City's residential energy conservation, demand side management and utility marketing programs. Analyzes the energy use of residential buildings through inspection of building structures and mechanical equipment, analysis of metering, billing and weather records, and through other means as necessary. Advises consumers on effective utilization of appliances and conservation of energy and water. Performs residential energy audits and high-bill investigations. Assists residential customers in making financial investments and responsible decisions that save energy and money. Assists customers in completing program application forms, and locating contractors and suppliers for installation of energy conservation measures. Provides cost effectiveness evaluations and advises customers with regard to equipment and retrofit specifications required by City DSM loan and grant programs. Conducts post-inspections of installed energy conservation measures. Performs billing analyses together with on-site high bill investigations and other fieldwork resulting from customer requests or complaints. Provides information, promotes programs, and assists with special projects. Performs related work as required.

**Other Important Duties**

Assists with research performed by the department. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of customer service principles and practices. Knowledge of the principal uses of energy and water in the home and of the operation and maintenance of heating, cooling, cooking, drying, refrigeration, pumping, and other standard appliances. Knowledge of the techniques used in a walk-through residential energy audit. Knowledge of energy conservation and DSM measures, techniques and programs. Knowledge of metering, billing, customer services and other normal functions of an electric utility. Ability to fill out and explain program documents forms required to initiate participation in City DSM and energy conservation programs. Ability to prepare effective presentations and deliver them before individual homeowners or community groups. Ability to communicate effectively, both orally and in writing. Ability to conceptualize, organize and carry out unassisted field customer service assistance, analyses, diagnoses and program facilitation. Ability to relate effectively to utility customers and to present a good image of the City and its utility services. Ability to perform mathematical calculations. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a bachelor's degree in public or business administration, marketing, public relations, communications, engineering, architecture, behavioral, general or social science, education, or another field related to any of the aforementioned fields; or an equivalent combination of training and experience.

Necessary Special Requirements

Must obtain Residential Conservation Service (RCS) Auditor Certification or its equivalent, as determined by the City of Tallahassee, within six months of appointment.

Must possess a valid Class E State driver's license at the time of employment.

Established: 09-28-90  
Revised: 12-06-90  
03-11-93  
04-13-04\*  
09-16-08  
02-19-10\*