

Program Manager – Ratings/Provider

General Purpose

The Program manager is responsible for the planning, direction and coordination of RSR's HERS Rating and Providership program. The manager will plan and maintain systems and procedures for operating efficiency, manage staff for optimum performance, maintain RESNET standards and ensure program profitability.

Main Job Tasks and Responsibilities

- Responsible program productivity, quality and results
- Maintain program budget to ensure profitability
- Review performance data (financial, sales and activity reports) to monitor and measure productivity, goal progress and activity levels
- Ensure RSR is within RESNET standards
- Understand RESNET rules, standards, requirements and be the leading RESNET expert
- Promote RSR program through meetings, events, and presentations
- Bring additional builders and raters into the utility program
- Manage program staff (Rater, Sales, QA) internal and subcontractors
- Set employee measurement and goals with each employee
- Monitor staff performance including performance reviews
- Develop staff to maximize potential by providing education and training
- Delegate work duties to staff including scheduling and methodologies
- Assist staff in the field when necessary
- Evaluate current business processes and systems
- Ensure each employee understands and is using current systems and processes
- Plan and implement procedures and systems to maximize operating efficiency
- Establish and maintain controls
- Ensure equipment is properly maintained and available
- Provide honest, timely and clear communication to supervisor
- Organize and manage business meetings

Education and Experience

- Bachelor's degree
- RESNET Quality Assurance Designee Certified (or ability to do so within 30 days of hire)
- Knowledge of business and management principles and practices
- Knowledge of human resource management principles and procedures
- Knowledge of basic economic and accounting principles and practices
- Knowledge of office administrative procedures
- Proficient in REMRate and Microsoft Office applications

Key Competencies

- Honesty & integrity
- Judgment & decision-making
- Sales and presentation skills
- Planning and organizing
- Analysis and problem solving
- Communication and Motivation
- Strong work ethic

If interested, please email your resume and a cover letter to colleen.williams@residentialscience.com .