



Position Opening Quality Assurance Contractor/Agent Manager

The Residential Energy Services Network (RESNET), a non-profit membership organization, has over two decades of experience of setting the standards for quality for the HERS Rating industry. To date over 1.9 million homes have been HERS Rated through RESNET. For more information go to www.resnet.us A key function of RESNET in meeting its goal of ensuring quality of HERS Ratings is quality assurance oversight.

The RESNET Board has adopted a policy that Quality Assurance Contractors and Quality Assurance Agents (QADs) will be agents of RESNET. This means that RESNET will be responsible for monitoring and overseeing the contractors and agents.

To accomplish the goals of enhancing the consistency of HERS Ratings, RESNET is seeking candidates for a full time Quality Assurance Contractor/Agent Manager position. Ideal candidates will be passionate about energy efficiency and building performance as well as being familiar with the industry. It is required that the person be certified as a Quality Assurance Designee. This is a full-time, home-based position.

RESNET will have a team approach to quality assurance. The current RESNET Quality Assurance Manager will be responsible for overseeing accredited Rating Providers and the new position will focus on Quality Assurance Contractors and Agents. Both positions will work closely together

Requirements for this new position will include:

- I. Monitor and Oversee RESNET Quality Contractors and Their Quality Agents**
- II. Train Quality Assurance Agents**
- III. Develop a System for Disseminating Anomalies and Results Collected Through the Evaluation of Ratings in QA Genie to RESNET Quality Assurance Contractors**
- IV. Provide Mentoring, Support and Regular Communications to RESNET Quality Assurance Contractors**

- V. Field Monitoring of RESNET Quality Assurance Agents**
- VI. Field Investigation of Compliance and other Complaints**
- VII. Provide Field Training When Needed to RESNET Quality Assurance Contractors**
- VIII. Technical Support for RESNET Management**
- VIII. Other Duties as Assigned**

Necessary Skills

- Excellent verbal, written and presentation skills
- Outstanding Microsoft Office skills
- Proven ability to plan and execute strategies
- Creative and critical thinker
- Proven ability to develop, maintain and leverage critical professional relationships
- Attention to detail
- Flexible team player
- Self-starter
- Previous experience as a RESNET Quality Assurance Designee
- Working knowledge of RESNET HERS Standards

Experience and Education

Experience:

- Previous experience as a RESNET Quality Assurance Designee
- Supervisory experience a plus
- Working from home not required but preferable
- RESNET Rater Trainer not required but preferable

Education: Bachelor's degree in a related field is desired.

More about the position

- Driver's license required
- Travel will be required
- This is an "at will" position with a 3 month probationary period
- Paid vacation and sick leave are included
- Medical insurance coverage is a benefit provided by RESNET to its employees
- Salary and compensation commensurate with qualifications and experience

Applications

Applicants are considered for all positions without regard to race, color, creed, religion, age, national origin, alienage or citizenship status, gender, sexual orientation, gender identity, marital or partnership status, disability, military status, veteran status, or predisposing genetic characteristics. RESNET does not

discriminate on the basis of physical or mental disability where the essential functions of the job can be reasonably accommodated. Determinations of requests for necessary accommodation will be made on a case-by-case basis.

Please submit a cover letter, your resume and a list of three references to Kathy Spigarelli, RESNET Deputy Director at kspig@resnet.us) by March 17, 2017. Job references will not be contacted without your permission.
