

**CAPE LIGHT COMPACT**  
**ENERGY EFFICIENCY ANALYST OUTREACH SPECIALIST**  
**\$89,999 - \$117,000**

**DEFINITION**

Position is responsible for providing professional, technical and administrative work supporting the Massachusetts Energy Saver Home Loan Program including the Cape Light Compact's Energy Efficiency Residential Programs.

**ESSENTIAL FUNCTIONS**

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Assists the Customer Service and Outreach Manager in providing customer outreach and support for the Energy Saver Home Loan Program (ESLP), including coordinating with the Compact's residential energy efficiency service programs.
- Coordinates inquiries from interested residential homeowners and responsible for explaining the Energy Saver Home Loan Program and the Compact's Residential Energy Efficiency Programs.
- Assists in the development and distribution of customer facing program material. Conducts targeted outreach to low-and-moderate-income homeowners on Cape Cod, Martha's Vineyard and Nantucket.
- Identifies and communicates the benefits of available programs. Provides in-person consultation on the options to move forward with a decarbonization plan.
- Facilitates scheduling a homeowners Home Energy and/or Decarbonization Assessment.
- Assists homeowners in preparing and submitting all rebate incentive applications and loan documents and monitoring payment/disbursement status.
- Builds and maintains effective business relationships with internal staff, working group members, senior management, ratepayers and other stakeholders.
- Communicates clearly and concisely information both verbally and in writing to a wide variety of audiences. Works closely with other staff members on communications and promotions.
- Compiles, organizes, writes written reports, and makes presentations for the Cape Light Compact Governing Board, state agencies, the media and the general public. Promotional events may include work on nights and weekends.
- Performs other related job duties as required.

**SUPERVISION RECEIVED**

Under general direction, employee plans and prioritizes the work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly.

Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

### **JUDGMENT AND COMPLEXITY**

Guidelines only provide limited guidance for performing the work, which may be in the form of administrative or organizational policies, general principles, regulations, legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new, or adapt existing, methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the authority in interpreting the guidelines and in determining how they should be applied.

### **NATURE AND PURPOSE OF CONTACTS**

Relationships are constant with co-workers, vendors, the public, groups, and/or individuals, such as peers from other organizations and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations, or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

### **CONFIDENTIALITY**

Employee has access to some confidential and sensitive information in the performance of their duties.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree in Environmental Studies, Sustainability, Communications or related field, and 3 to 5 years of related experience; or any equivalent combination of education, training, certification, and experience.

### **KNOWLEDGE, ABILITY, AND SKILLS**

Knowledge: Thorough knowledge of the purposes and responsibilities of Massachusetts energy efficiency programs.

Abilities: Ability to discuss residential energy efficiency and decarbonization fundamentals. Ability to establish and maintain effective working relationships with residential customers. Ability to meet deadlines. Ability to communicate effectively, orally, and in writing.

Skills: Excellent management, organizational and administrative skills. Excellent communication, listening and public speaking skills. Advanced computer skills; Microsoft Office products.

### **WORK ENVIRONMENT**

The majority of work is performed in an office setting.

**PHYSICAL, MOTOR, AND VISUAL SKILLS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Skills**

Minimal physical demands required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

**Motor Skills**

Duties require motor skills for activities such as moving objects and using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

**Visual Skills**

Visual demands require routinely reading documents for general understanding and analytical purposes. Frequent computer use.