



## Job Description

---

**Title**                    **Energy Use Consultant**

DIVISION:                Financial Services

REPORTS TO:            AMI Supervisor

SUPERVISES:            None

FLSA STATUS:          Non-Exempt

DATE ISSUED/REVISED: June 2019

### GENERAL SUMMARY

The Energy Use Consultant (EUC) is responsible for programming WHE off peak control (radio and power line carrier technology) receivers for members energy savings programs, reviewing contractor installations of off peak meters and sockets for off peak wiring, taking service inquiries by phone and in person, presenting at member promotional and educational meetings, and analyzing data from the AMI system to assist in troubleshooting and setting up load management control groups. Additionally, provides support for technology sold by WH Holdings.

### RESPONSIBILITIES

Works with technical related equipment in the field, on the phone and in the office

### LOAD MANAGEMENT

Assists in load management programs to include:

- Selling Off-Peak concept to, and servicing equipment for members
- Performs energy assessments
- Ordering and delivering equipment
- Technically competent regarding wiring and other installation requirements of Off-Peak equipment
- Coordinating, educating and working with electrical contractors installing Off-Peak
- Inspects Off-Peak installations
- Processing all associated paperwork
- Being on call nights, weekends, and holidays for Off-Peak trouble shooting
- Performing research and development of Off-Peak equipment

### **AMI/MDM SYSTEMS:**

- Be a liaison regarding the grouping and set up of all AMI and load management systems.
- Set up and maintain the load control structure on the AMI systems that pertains to WH's load control platform.
- Establish and maintain relationships with AMI and load management vendors.
- Regularly monitor the performance of the load management systems and collaborate with the Apparatus Technicians as necessary.
- Oversee the reliability and data quality of the AMI and load control system communication infrastructure. Monitor and make improvement recommendations.
- Understand the full functionality of WH's AMI and load management systems and assist and / or oversee special projects as assigned.

### **MEMBER and COMMUNITY ACTIVITY:**

Assists with all meetings and promotions throughout the year, to include:

- Off-Peak Meetings
- Rate and related informational meetings
- Electrician Meetings
- Annual Meeting
- School Safety and energy conservation demonstrations
- County Fairs
  
- Education seminars for members

### **TECHNICAL REQUIREMENTS:**

Is technically competent regarding:

- Metering
- Computer Systems and programs related to our business
- HVAC equipment
- Water heating equipment
- Electrical wiring and circuitry
- Electrical appliances and usage
- National electric code
- Building construction methods
- Radio receiver technologies
- Farming operations
- Standby generators
- Conservation programs
- Energy saving devices

Performs Neutral-to-Earth Voltage Tests

Performs energy audits and assessments

Title: Energy Use Consultant

Date: December 2018

Page: 3

- Performs conservation/weatherization inspections
- Works with Media Specialist on articles and pictures
- Observes all safety rules
- Submits monthly activity report to the Service Manager

## **JOB SPECIFIC REQUIREMENTS**

### **Member / Customer Service**

- Displays courtesy and sensitivity
- Manages difficult or emotional situations
- Meets commitments
- Responds quickly to member / customer needs

### **Cooperation**

- Expresses ideas and thoughts verbally
- Expresses ideas and thoughts in written form
- Exhibits good listening and comprehension
- Keeps others adequately informed
- Selects and uses appropriate communication methods

### **Dependability**

- Responds to requests for service and assistance
- Follows instructions, responds to management direction
- Takes responsibility for own actions
- Commits to doing the best job possible
- Keeps commitments
- Meets attendance and punctuality guidelines

### **Problem Solving**

- Identifies problems in a timely manner
- Gathers and analyzes information skillfully
- Develops alternative solutions
- Resolves problems in early stages
- Works well in group problem solving situations

### **Productivity**

- Meets productivity standards
- Completes work in a timely manner
- Strives to increase productivity
- Achieves established goals

### **Use of Technology**

- Demonstrates required skills

- Adapts to new technologies
- Troubleshoots technological problems
- Uses technology to increase productivity
- Keeps technical skills up-to-date

## **JOB CRITERIA**

### Education and Experience

- High School education or equivalent
- Two-year energy technology and electricity training

### Additional Competencies

- Sound, thorough knowledge of electrical theory and practices
- Intermediate level computer competency
- Ability to work without close supervision
- Possess a valid driver's license

*W-H Values:* Must adhere to WH's core values of Teamwork, Dependability, Performance, Integrity, Safety and Member/Customer Focused.

*Accountability:* Full authority to carry out duties and responsibilities for the position; accountable to management for accuracy and efficiency; shall secure approval of Service Manager when policies are not clear.

*Working Conditions:* Works outdoors occasionally in poor weather conditions, moderate physical exertion. Activities include Off-Peak check outs, meter installation and work on a computer terminal. Occasionally lifts heavy material.

Occasionally works at night, on weekends and holidays, to repair Off-Peak equipment or to conduct public presentations and/or workshops. Encountering vehicular traffic and slippery surfaces.