

## Job Description: Performance Assurance Specialist

Revision Date: 2018.08.17

Reporting Structure: Direct to Performance Assurance and Energy Leadership Manager

Department: Corporate

Direct Reports: No

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### ***POSITION PURPOSE***

The Performance Assurance Specialist is the primary customer service representative to all PSI customers once each project is complete. The Performance Assurance Specialist is also responsible for Building Automation System (BAS) operator training, BAS technical support, and BAS operational performance.

### ***DUTIES, TASKS AND RESPONSIBILITIES***

#### **Technical**

- Review, inspect and test the performance of complex HVAC systems and various BAS systems.
- Commission and optimize all building systems for peak performance.
- Perform on-line and on-site trouble shooting of building performance problems throughout the term of the performance agreement.
- Set-up remote access to BAS systems.
- Set-up reporting and alarming functions to BAS systems.

#### **Collaboration & Communication**

- Collaborate with the Performance Assurance group to ensure that all BAS functions are in place to properly monitor and evaluate.
- Coordinate with Performance Assurance group to evaluate the energy performance of the systems.

### ***BEHAVIORAL COMPETENCIES***

#### **Core Competencies**

- **Integrity** – Act with integrity; truthfulness, fairness and honesty.
- **Continuous Learning** – Is a continuous learner focused on constant improvement; embraces new technologies.
- **Exceed Expectations** – Work hard to exceed customer expectations.
- **Compassion** – Conduct oneself as a steward-of PSI, supporting its growth & ability to help those in need.
- **Accountability** – Take responsibility for one's actions and decisions.

#### **Position-specific Competencies**

- **Problem Solving** – Solves issues in an analytical and detail oriented manner.
- **Initiative** – Works at a steady and even pace of activity, both in the PSI office and on the job site, without regular and direct supervision. Self-directed, motivated.
- **Communication** – Communicates professionally and formally; communication is factual. Communication skills properly explain and relate complex technical issues to customers.
- **Attention to Detail** – Completes very precise work with a strong attention to detail. Strong focus on facts, established procedure, and proven process.
- **Decision Making** – Makes quality and correct decisions.
- **Commitment** – Focuses on high quality results and a strong work ethic. Interested in continuous personal development. Maintains a focus on repeatable results.



## **WORKING CONDITIONS**

- Office functions will primarily be performed at PSI's main business office.
- Work hours vary based on workload, but should average 45-50 hours per week.

## **MINIMUM QUALIFICATIONS**

### **Education/Experience**

- Minimum 2-year technical degree or equivalent.
- Experience acquiring and analyzing data, and determining how it impacts system performance and energy conservation results.
- Experience as an HVAC control technician or BAS system operator is strongly preferred.
- Experience working in a service oriented position is strongly preferred.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

This job description in no way states or implies that these are the only activities to be performed by the individual occupying this position. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary.