

## **Program Assistant – Scheduler**

**Position Type:** Full-time/40-hours per week

**Reports to:** Program Manager

**FLSA Status:** Non-Exempt

**Salary Range:** \$50,000 base with \$30,000 incentive opportunity

**Location:** Remote, centralized to LA/San Bernardino/Riverside Counties preferred

### **About the Company:**

Our mission at The Ortiz Group (TOG) is clear: to empower disadvantaged individuals and communities by facilitating access and building relationships with trusted resources to increase awareness and opportunities in clean energy. We envision a future where equity and sustainability are at the core of the clean energy sector, and disadvantaged communities have equal access to opportunities and resources. As a trusted partner, we strive to be the go-to management consulting firm for businesses and organizations seeking to create meaningful impact, foster diversity, and advance the clean energy transition.

### **About The Program:**

The Energy Savings Assistance (ESA) Whole Home Pilot is a program administered by the California Public Utilities Commission and implemented by MAROMA Energy Services. The program provides no-cost energy efficiency upgrades and repairs to income-qualified homes, with the goal of achieving deeper energy savings through customized measure packages.

Working for The Ortiz Group, the Program Assistant-Scheduler will coordinate the schedule of comprehensive whole-home energy assessments for income-qualified single-family homes participating in the ESA Whole Home Pilot program. The Scheduler is responsible for the daily organization of Energy Auditors to include workflow monitoring, setting appointments, attending web-based meetings, and training with accuracy, timeliness, and excellent communication. This role introduces the program and energy education for customers, making this service-oriented position crucial for program success. The ideal candidate possesses excellent communication skills, the ability to work within a team, and has proven experience in coordinating schedules.

### **Key Responsibilities:**

- Completes daily schedules and documents actions, irregularities, and continuing needs to supervisor/manager
- Consistent and regular reporting of program results and activity
- Participates in all training and meetings
- Demonstrates expert-level knowledge of the program's offering, eligibility, requirements, and procedures
- Educates customers over the phone on audit findings, energy savings opportunities, and next steps
- Maintain timely, thorough documentation and photographs in project files

**Competencies:**

- Action-oriented to problem-solve and explain technical concepts to customers
- Attentive to details involving the coordination of multiple schedules and a high volume of appointments
- Commitment to being patient, thorough, and providing excellent customer service
- Comprehension of technical program guidelines and customer eligibility

**Minimum Qualifications:**

- **Education**
  - HS Diploma or equivalent (required)
  - 2 years of post-secondary education (preferred)
- **Work Experience**
  - 2-4 years of experience in customer service coordinating work calendars or performing operations scheduling or planning (required)
  - Experience in energy programs or regulated industries (preferred)
- **Additional Skills (Language, Computer, etc.)**
  - Bilingual (Spanish) candidates (required)
  - Ability to read, analyze, and interpret technical procedures
  - Prepare project schedules and communicate exceptions, delays, or interruptions to energy auditors and customers; identify conflicts and proactively make adjustments
  - Intermediate math ability – discounts, circumference, area, energy savings computations
  - Performs technical support functions including establishing workload, and organizing and conducting assignments according to deadlines
  - Basic knowledge of Microsoft Office suite (MS Word, MS Excel, Outlook)
  - Ability to prepare reports and summaries
- **Work Environment (characteristics are representative of the essential functions of the role)**
  - Valid driver's license, clean driving record (required)
  - Remote role, the incumbent may observe field work occasionally
  - May report to an office occasionally for meetings
  - Employee will be required to sit for extended periods of time, use hands to type and reach;

**Compensation**

The Ortiz Group proudly offers paid holidays, vacation, and sick leave. A highly competitive medical, dental, vision, and ancillary benefit package (includes long/short term disability and term life insurance) is also offered to our employees. Employees also have the opportunity to participate in a 401(k)-contribution plan, with matching potential after one year of service.

This position has a base salary of \$50k annually, plus an opportunity to achieve up to \$30,000 in incentives.

**Posted Friday, February 16, 2024 | Open until filled**

Please submit a resume and cover letter to: [hr@ortiz-group.com](mailto:hr@ortiz-group.com)