
Job Title	Benchmarking Help Center Manager
PVN ID	CC-1510-000796
Category	Instruction and Social Service
Location	The CITY COLLEGE of NEW YORK
Department	CIUS
Status	Full Time
Annual Salary	\$55,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Nov 08, 2015 (Or Until Filled)

General Description

The City University of New York Institute for Urban Systems (CIUS) was created in 2001 to identify innovative solutions to the problems of aging capital stock, environmental sustainability, and urban economic competitiveness in the management of transportation, energy, water, buildings, and other infrastructure systems. CIUS works to bridge the professional and academic realms through research, education, policy advisement, and advancing the state of professional practice. The Building Performance Lab (CIUS BPL) is a sub-unit of the CIUS with a specific mission to advance high performance building practices in the greater NYC region. For more information, visit: www.cunybpl.org.

In partnership with the New York City Mayor's Office of Sustainability (MOS) and the New York City Department of Buildings (DOB), the CIUS BPL will launch the New York City Benchmarking Help Center (Help Center) in Fall 2015 to support building owners who are required to comply with Local Law 84 of 2009 (LL84) to annually submit energy and water consumption data to the City of New York in a process called energy benchmarking. The Help Center will be a live customer support service with the following goals: support building owners who must comply with LL84; increase overall benchmarking compliance, and improve data quality by assisting building owners who have been notified of data errors in their benchmarking submission. For more information, visit www.nyc.gov/ll84.

The Benchmarking Help Center Project Manager will be highly experienced in customer service and project management, and will be an expert in energy and water benchmarking, energy efficiency in buildings, and related policies and programs in New York City to drive the adoption of energy efficiency in buildings. She or he will work as part of a team together with the Help Center Project Associate and the Technical Director - supervising and directing the work of the Project Associate and reporting to the Technical Director - to manage the operations of the Help Center. This will largely consist of assisting New York City's agencies in the goal of responding to inquiries concerning compliance with LL84, providing public outreach to educate building owners and service providers on benchmarking requirements, and providing email and phone outreach regarding the use of the U.S. Environmental Protection Agency ENERGY STAR Portfolio Manager® online tool (more info is

available at www.energystar.gov/portfolio manager).

This is a 1-year appointment, with possibility for multi-year extension.

Other Duties

Detailed Responsibilities:

- Undertake self-study and/or courses necessary to achieve the Certificate of Proficiency in Energy Benchmarking® from New Jersey Institute of Technology.
- Deliver best practices in data gathering for electricity, natural gas, steam and fuel oil. Achieve mastery of processes in Portfolio Manager through practice and training.
- Train and supervise/manage the Project Associate.
- Conduct outreach/promotion to the real estate community around LL84 and the Benchmarking Help Center.
- Respond to building owner and service provider email, phone and mail inquiries regarding compliance with LL84 data submission process.
- Develop a systematic process for responding to customer inquiries. Create scalable solutions to respond to and reach out to building owners and service providers; triage correspondences that come through the Help Center and coordinate with MOS.
- Drive the adoption of technology solutions to assist in help center processes.
- Document and report to the Technical Director on frequently asked questions and provide suggestions on additional support that would provide help to property owners/managers seeking to comply with energy performance disclosure.
- Assist MOS and provide information and coordination activities with local utilities on frequently asked questions and process steps for attaining whole building data for use in Portfolio Manager.
- Lead efforts to train service providers and mid-sized building owners who are new to LL84 via in-person workshops and online webinars.
- Analyze reported data to determine frequent errors and respond to owner/service provider inquiries related to errors.
- Lead efforts to create/update “how-to” guides for successful compliance with energy performance disclosure, in collaboration with relevant City agencies. Also provide recommendations and support for website updates on the City’s benchmarking website.
- Work with Technical Director to develop strategic plans, respond to changes and new needs that may arise over the course of the project, determine best practices and standard operating procedures.

Qualifications

Requirements:

Master’s degree in any of the following, or related, fields: Public Policy, Urban Studies, City Planning, Sustainability Studies/Environmental Studies, Environmental Engineering, Business Management.

– OR –

Bachelor's degree PLUS *minimum* 5 years of experience in project management/program administration in a managerial capacity.

All candidates must have prior work experience in project management, customer service/client relations, and data analysis. Knowledge/familiarity with, or experience in, energy efficiency, LL84, and/or Portfolio Manager, is a plus.