



---

<b>Job Title</b>	Benchmarking Help Center Associate
<b>PVN ID</b>	CC-1510-000797
<b>Category</b>	Instruction and Social Service
<b>Location</b>	The CITY COLLEGE of NEW YORK
<b>Department</b>	CIUS
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$40,000.00 - \$50,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Dec 21, 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](http://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](http://www.nyc.gov/ll84).

The Project Associate will be adept at customer service and program operation, and will be familiar with 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 Manager and the Technical Director, reporting to the Project Manager, to provide direct client/customer support in responding to inquiries concerning compliance with LL84, requesting utility data, and using U.S. Environmental Protection Agency ENERGY STAR Portfolio Manager® online tool (more info is available at [www.energystar.gov/portfoliomanager](http://www.energystar.gov/portfoliomanager)).

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.
- Assist with 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.
- Provide appropriate referrals to information sources that help customers comply with energy performance disclosure.
- Assist the Project Manager with documentation, recordkeeping, frequently asked questions, and additional support to property owners/managers seeking to comply with energy performance disclosure.
- Assist the Project Manager with information and coordinating with local utilities on frequently asked questions and process steps for attaining whole building energy consumption data for use in Portfolio Manager.
- Assist with analyzing reported data to determine frequent errors and respond to owner/service provider inquiries related to errors.
- Assist the Project Manager in providing training for service providers and mid-size building owners who are new to LL84, and other outreach efforts.
- Assist with creating/updating “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.

## Qualifications

---

### Requirements:

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

Prior work experience in project management, customer service/client relations, and data analysis is a plus. Knowledge/familiarity with, or experience in, energy efficiency, LL84, and/or Portfolio Manager, is ideal.