

RESNET® Quality Assurance Investigations Project Manager

Job Description

Position Summary

The Quality Assurance (QA) Investigations Project Manager at RESNET® implements key elements of RESNET's Quality Assurance Program by conducting investigations into the practices of RESNET Accredited Rating Providers to ensure their compliance with RESNET standards. Working closely with other QA Team members, the incumbent in this position will manage projects related to investigations and play an active role in completing many other project tasks.

Experience, Education, and Skills

REQUIRED:

- Minimum of 3 years of experience as a certified RESNET® Quality Assurance Designee (QAD) or equivalent.
- Minimum of 5 years of experience as a HERS Rater or RFI equivalent.
- Minimum of 3 years of experience as an officer or director of a RESNET Accredited Provider Organization or equivalent.
- Demonstrated track record of successful project management.
- Experience conducting comprehensive technical audits or investigations.
- Demonstrated track record of working both independently and in a team environment.
- Strong cross-functional collaboration and consensus-building skills.
- Minimum of 2 years' experience implementing one or more of the following federal programs: ENERGY STAR Homes or MFNC, DOE's Zero Energy Ready Home Program, Indoor AirPlus or WaterSense Labeled Homes.
- Experience developing and delivering presentations in live and virtual environments.
- Excellent organizational, project planning, and written and verbal communication skills.
- Attention to detail, analytical problem-solving skills, and technical orientation.
- Experience using Microsoft Office programs, including Word, Excel, and PowerPoint.
- Experience working from home or in a fully remote work environment.
- Bachelor's degree or equivalent combination of education and experience.
- Ability to travel approximately 6-10 times per year.
- Valid state issued Driver's License

PREFERRED:

- Experience implementing HVAC Qi testing, inspections and modeling.
- Experience implementing RESNET Accredited Rating Provider Policies & Procedures (in addition to QA).
- Previous certification as a RESNET Instructor.
- Previous certification as HERS® H2O Verifier.
- Experience working on multifamily projects within the residential construction industry.
- Experience implementing RESNET Sampling Protocols.

- Experience implementing energy code testing and performance modeling.
- Previous experience implementing residential green building programs such as LEED for Homes, Passive House, NAHB Green Building.
- 1+ years of experience using a second RESNET® accredited energy modeling software.
- Familiarity with the International Energy Conservation Code.
- Project Management Professional (PMP) or other project management certification.

Position Functions and Duties*

1. Manage projects related to investigations. This includes but is not limited to:
 - a. Timely conduct investigations of RESNET Accredited Rating Providers and Quality Assurance Designees (QADs) including:
 - Informal investigations referred internally by the RESNET QA Team
 - Formal complaints submitted via RESNET’s online form
 - ENERGY STAR Certification Review requests
 - b. Ensure investigations remain in full compliance with all RESNET Standards including deadlines, notifications, recordkeeping, documentation, and confidentiality.
 - c. Organize and manage documentation archives related to investigations.
 - d. Review documentation submitted with formal complaints or ENERGY STAR Certification Review requests and make recommendations to proceed with an investigation or dismiss the complaint based on the facts and information provided, requirements in the Standards, and the investigator’s professional judgment.
 - e. Delegate project tasks to other team members as appropriate, including data analytics, field visits, and file QA Reviews.
 - f. Meticulously manage communications with all parties including but not limited to:
 - Homeowners
 - Providers
 - Quality Assurance Designees
 - Builders
 - Federal or local program and municipal (AHJ) representatives
 - RESNET Senior Leadership & Legal Counsel
 - RESNET Project Team Participants
 - g. Draft determinations and make recommendations to senior-level staff for corrective action and disciplinary measures in accordance with MINHERS Chapter 9 guidelines.
 - h. Attend hearings conducted by the RESNET Ethics and Appeals Committee and present materials and information as requested related to disciplinary action and appeals of applications or renewal applications for Providers.
2. **Perform project support tasks including but not limited to:**
 - a. Assist senior-level staff with the implementation of Rating Provider corrective action plans.

- b. Assist with Home Certification Organization (HCO) Quality Assurance oversight activities, such as filing QA reviews.
- c. Provide technical assistance to all stakeholders on ANSI/RESNET/ICC Standard Implementation, ENERGY STAR, Zero Energy Ready Home, and future programs where RESNET is the HCO.
- d. Deliver virtual and in-person presentations.
- e. Participate in relevant industry stakeholder groups.
- f. Perform other duties as assigned.

**As RESNET expands its QA Program and as market conditions change, the QA Investigations Project Manager job description will be adjusted to reflect those changes, which may include supervising direct reports in the future as the QA Team expands.*

Typical Working Conditions

The position requires constant contact with coworkers, providers, and QADs. Work is normally performed indoors at a desk in an air-conditioned/heated environment. This position requires full-time hours (40 hours per week) Monday through Friday. Occasional weekend and evening work is required when attending offsite meetings and conferences. Regular punctual attendance is required. The employee must be able to travel out of state approximately 8-10 times per year.

Equipment, Tools, and Machines

Must possess working knowledge of office machines and equipment, including but not limited to laptop or desktop computers and related software and applications, tablets, phones, printers, scanners, and other general office equipment.

Typical Physical and Cognitive Demands

Requirements and Frequency		
Occasional Demands (1-33% of the time weekly)	Frequent Demands (34-66% of the time weekly)	Constant Demands (67-100% of the time weekly)
Standing	Hand-eye coordination	Reading and comprehending
Walking	Grasping	Focus for extending periods
Lifting and/or Carrying (up to 20 pounds)	Written communication	Oral communication
Crouching	Reaching	Decision-making
Bending		Mental alertness
		Hearing
		Visual acuity
		Sitting

This description may not be all-inclusive and is subject to change at any time. Job duties may be modified whenever deemed appropriate by RESNET®. All employees are expected to perform duties as assigned and directed by management. Employment at RESNET® is at will. This position description is not intended, nor should it be construed, to modify this employment-at-will relationship.

When applicable, RESNET® will consider and provide reasonable accommodations to the known physical or mental limitations of an otherwise qualified individual with a disability and to the known limitations of a qualified individual related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions, unless providing the accommodation would impose an undue hardship on the operation of the business.