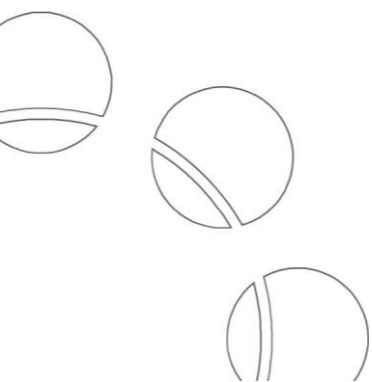


February 2010

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# HOME ENERGY INSPECTOR POSITION INFORMATION

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## Position Overview

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At Energy Mad Inspectors are part of the front line team who make the project happen. They are the experts in heating and insulation products; undertaking product scoping assessments and ceiling and underfloor inspections. Inspectors also complete post-install audits and after sales service, to ensure all installation work completed meets our high standards and the requirements of EECA.

This position is an opportunity for those who have experience in the building industry and an interest in energy efficiency to put their proven people skills to good use, by improving the standards of living, and reducing the carbon emission levels within their own communities.

The Inspectors will work closely with regional Administrators, who will book product scoping appointments with customers that have responded to the mail-out promotions. This means that there is no cold-calling or self-promotion required of Inspectors, as the customers have initiated the process.

Assessments will take approximately 15 – 30 minutes to complete, during which time the Inspector will measure the home and interview the homeowner/resident about their heating and insulation concerns and requirements. The data collected through the home inspection and interview will be entered into the computer that each Inspector carries. This allows the Inspector to immediately provide the customer with recommendations and a quote for heating and insulation products. The customer will then be invited to make use of EcoSmartHome services to upgrade their home, with the Inspector completing all relevant documentation before passing the orders to the Administrator for further action.

If at any time during the assessment or the interview process the Inspector finds that a full assessment of the home would be of benefit to the homeowner/resident, they will recommend that an upgrade to a full assessment be undertaken.

Inspectors are also required to complete post-install audits and after sales service once heating and insulation products have been installed into a customer's home. The Inspector will check to ensure that all installations completed meet EcoSmartHomes high standard and comply with EECA requirements. Where a hazard has been identified due to installation of a heating or insulation product, immediate action is required of the Inspector to remedy this.

While the technical component of this position is obvious, the people skills required to carry out the service should not be under-estimated. The customer will need to feel comfortable with the idea of allowing the Inspector to inspect their home, and the customer's purchasing decisions will depend in part on their perception of the Inspector's credibility.

## Skills Attributes and Attitudes

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Inspectors are likely to have some sales ability and an interest in energy efficiency. They will enjoy the practical, hands-on nature of the role and will not be afraid to explore the deep, dark nooks and crannies of a house! They will have strong analytic and lateral thinking skills to create an accurate assessment of the heating and insulation requirements of a house, and develop creative strategies for improvement. Inspectors will also have the ability to follow structured guidelines and processes to identify hazards and make decisions about suitability of access and product installation.

Quotes and reports are generated via a laptop computer. While specific training will be given for the proprietary EcoSmartHome software, prior experience with computers would be beneficial.

Inspectors will be people who are deeply passionate about energy conservation and enjoy helping people improve the comfort and healthiness of their homes.

Whilst aspects of this role are quite technical, excellent customer service is absolutely vital. Inspectors will enjoy meeting new people, building rapport and quickly establishing relationships of trust. As we all know, people are often unpredictable and human relations are infinitely complex, so Inspectors will face tricky and delicate situations on a regular basis. This may include meeting family members of elderly customers who are anxious that their parents may be taken advantage of, or landlords of tenants who have booked assessments without consultation. The Inspector must be able to handle the unexpected with diplomacy and self-assurance.

Inspectors will be required at times to liaise with installers to determine their needs and provide structured feedback to ensure best overall customer service. Effective communications skills for this are vital.

Applicants for this position will therefore need to demonstrate strong customer service experience and some sales ability, as well as an understanding of New Zealand home construction and the associated energy efficiency issues. While qualifications would be an advantage, experience, attitude, people skills and an extreme willingness to learn are more important.

On a practical note, the position requires a full driver's licence, clean police record and the physical capacity to conduct thorough home inspections; including entering roof spaces and under floors for measuring and assessing. Health and safety is a primary concern, so this issue will be explored further in the application process.

## **The Auckland Project**

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EcoSmartHome is rolling out a new regional project in Auckland in partnership with Mercury Energy.

We are looking for an Inspector to join our team and undertake product scoping assessments and post-install audits in the greater Auckland region. The expected start date for the new Inspector is Monday 19<sup>th</sup> April 2010. The new Inspector will go through a two week training induction before the project is launched on Monday 3<sup>rd</sup> May 2010.