
Job Title	NYC Sustainability Help Center Associate
PVN ID	VA-1911-003370
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS

Department

Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Jan 01, 2020 (Or Until Filled)

General Description

In partnership with the New York City Mayor's Office of Sustainability and the New York City Department of Buildings, the CUNY Building Performance Lab launched the NYC Benchmarking Help Center (Help Center) in Fall 2015 to support the real estate community in complying with NYC Local Laws 84/2009 and 133/2016 (benchmarking) which requires building owners to prepare and submit energy and water consumption data to NYC on an annual basis.

In 2019, The Help Center's role was expanded to include support of NYC Local Laws 87/2009 (energy audits and retro-commissioning), 33/2018 (letter grades), and 97/2019 (carbon emissions).

The Help Center is a live customer support service with the goal of assisting building owners who must comply with the NYC local laws described above to increase overall compliance and improvements to data quality. For more information, visit www.nyc.gov/benchmarking.

This is a full-time position, starting in November/December 2019.

Other Duties

Detail Responsibilities

- ? Deliver best practices in data gathering for electricity, natural gas, district steam and fuel oil. Achieve mastery of processes in the U.S. Environmental Protection Agency Energy Star Portfolio Manager © tool through training and practice
- ? Assist with the maintenance and updates to data collection and reporting tools
- ? Respond to building owner email and phone inquiries
- ? Provide appropriate referrals to information sources that help building owners to comply with energy performance disclosures
- ? Analysis of reported data to determine frequent data submission errors and respond to

building owner inquiries related to errors

? Analysis of reported data to target groups for benchmarking outreach and training

? Assist with marketing, outreach and local training for benchmarking and related laws

? Assist with the development of training materials and the training and supervision of staff interns

? Assist with documentation, recordkeeping, frequently asked questions, and additional support to building owners seeking to comply with energy performance disclosures

? Assist with information and coordination with Con Edison, National Grid, NYC

Department of Environmental Protection and other local utilities on frequently asked questions and process steps for attaining whole-building energy consumption data for use in Portfolio Manager ©

Qualifications

Requirements

The Project Associate will have at least two years of full-time professional work experience, be adept at program operations and customer service, and will be familiar with energy and water benchmarking 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, to provide direct support to building owners concerning compliance with the NYC local laws described above, requesting utility data, and using Portfolio Manager © .

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, marketing, customer service/client relations, and data analysis is a plus. Knowledge/familiarity with, or experience in, Portfolio Manager © , energy efficiency in buildings, and the NYC Local Laws described above, is ideal.