

Heat Pump/HVAC Technical Lead

Job Title: Heat Pump/HVAC Technical Lead
Pay Grade: \$61,532.20 - \$71,080.30 p.a.
Reports to: Director of Energy Affordability Programs
Position type: Full-time
Location: Ottawa and Eastern Ontario, remote office, must live locally in the National Capital Region

About Us:

EnviroCentre is an Ottawa-based environmental not-for-profit that supports residents, enterprises, and communities to find practical ways to reduce their environmental impact. Our four key impact areas are Green Homes, Green Transportation, Green Enterprises and Green Future. We have been working for twenty-five years to promote practical climate action and awareness in our local communities and Eastern Ontario, and we are one of the leading local agencies in environmental action.

In Ottawa, 42% of emissions come from transportation, and 46% from buildings, a similar profile to that of cities across Canada. EnviroCentre's work prioritizes reducing emissions in those areas, with an eye to supporting an integrated vision of a sustainable, resilient future Ottawa and Canada.

At EnviroCentre, we have a dynamic, growing, and engaged team of over 50 staff. We are a fully remote office and will provide the technology and tools to work effectively and collaboratively right from home. We offer competitive employment packages that include health benefits, a Communauto membership, and opportunities for training and professional development. We approach our work with a collaborative mindset and our growing team values everyone's contributions and ideas. We provide excellent working conditions with flexible hours.

Job Description

The Heat Pump/HVAC Technical Lead is a new position, and this role will be responsible for overseeing and ensuring the quality and compliance of heat pump installations performed by our contractors. This role involves monitoring installations, verifying adherence to regulations and standards, and ensuring that all work meets EnviroCentre quality expectations. Additionally, the Technical Lead will play a key role in onboarding new clients and maintaining a consistent flow of work to support our business objectives.

Reporting to the Director of Energy Affordability Programs, you will be responsible for quality assurance and problem solving, ensuring compliance with installation standards and local regulations, providing training and support, records management, optimization and continuous improvement, facilitating client integration, and handling project management responsibilities.

The Heat Pump/HVAC Technical Lead position is ideal for individuals who possess expertise in HVAC systems and heat pump installations, combined with a thorough understanding of installation standards and local regulations, with excellent attention to detail, problem-solving skills, and the ability to manage multiple projects effectively. Additional experience with HOT2000, project management, and a solid grasp of residential construction and sustainability will be highly valued. If you are a proactive and detail-oriented individual with a passion for quality control and compliance in HVAC systems, we encourage you to apply.

Key Responsibilities:

- Regularly monitoring and inspecting quality control checks on heat pump installations to confirm compliance with regulatory and industry standards.
- Conduct routine site inspections and audits to assess workmanship and identify any areas for improvement.
- Accountable for maintaining detailed records of inspections and findings.
- Prepare and submit compliance reports and documentation as required.
- Communicate findings and recommendations to contractors and management.
- Provide ongoing guidance and support to contractors to ensure they understand and adhere to compliance standards and industry regulations.
- Serve as the main contact for contractor inquiries and complaints.
- Conduct and facilitate targeted workshops and training sessions tailored to social housings and co-operative groups.
- Identify and resolve any issues or discrepancies related to heat pump installations.
- Oversee QA/QC of installations.
- Manage workflow to ensure timely processing and smooth handover to contractors for installations.
- Track and monitor the installation pipeline and forecast.
- Regularly update and maintain documentation to ensure it aligns with technical specifications required by installers.
- Participate in stakeholder discussions and provide relevant insights and perspectives.
- Communicate information and updates effectively to stakeholders.
- Collaborating with contractors and other stakeholders to identify and resolve compliance-related issues.
- Keep abreast of current industry standards, regulatory changes, and emerging technologies.
- Suggest and implement improvements to enhance the quality and efficiency of installation processes.
- Assist in onboarding new contractors and facilitate the onboarding process for new clients, ensuring a clear understanding of their requirements and expectations.
- Coordinate initial consultations, assessments, and evaluations to develop solutions that address specific client needs.

- Establish and maintain positive relationships with clients, providing ongoing support and addressing any concerns.
- Perform other duties as required.

Skills and Experience

- Post-secondary education in HVAC Technology or a related field or equivalent professional experience.
- Knowledge of HVAC systems, heat pump technology, and installation standards.
- Familiarity with local regulations, and industry best practices.
- Excellent attention to detail and problem-solving skills.
- Ability to work independently and manage multiple projects effectively.
- Experience with HOT2000 is an asset.
- A Registered Energy Advisor is an asset.
- Project Management experience is an asset.
- Demonstrate strong verbal and written communication skills, coupled with exceptional interpersonal communication skills and ability to work within a team.
- Excellent time management and organizational skills.
- Experience with Microsoft Office essential.
- Ability to effectively work with numbers and spreadsheets.
- A general understanding of residential construction, building science, sustainability, and environmental issues.
- Ability to read and visualize house plans and sketches.
- A valid Driver's license and access to transportation is required.

Working Conditions

- EnviroCentre is a virtual workplace and will provide all necessary technology and IT support.
- Part of a passionate team of environmental leaders who lead by example and are proud to be contributing to Ottawa's Climate Targets.
- Home-office environment with frequent computer use.
- Occasional evening or weekend work.
- Travel required within Ontario.

In addition to competitive pay, we offer:

- 35-hour work week and the ability to work flexible hours.
- A virtual workplace that supports work-life flexibility, combined with in-person events, occasional in-person group meetings, and the opportunity to use a co-working space in downtown Ottawa or another convenient location.
- Starting 3 weeks paid vacation per year, plus paid office closure between Christmas and New Year and summer half-day Fridays.
- Retirement Savings Plans (RRSP) with company contribution equivalent to up to 5% of your base salary per year.
- Health, dental, and wellness coverage for you and your dependents.

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- Paid sick days, and additional time off for personal and care responsibilities.
- A caring, compassionate, and supportive work environment that recognizes that work is one of the many responsibilities we have to prioritize in our lives.

EnviroCentre is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, gender, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, provincial, or municipal laws. EnviroCentre is committed to a workplace where everyone can participate safely, freely, and confidently. We encourage applications from individuals who identify as BIPOC (Black, Indigenous, Peoples of Colour) and/or members of equity-seeking groups.

EnviroCentre recognizes a diversity of backgrounds and experiences. If you do not have the formal experience described, but can meet the requirements of the role and are willing to learn, we encourage you to apply and make your case in your cover letter. We are interested in a diverse team, and we are willing to train the right person.

EnviroCentre is committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity, please advise us in a timely fashion of any accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

How to Apply

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and qualifications.

Application Deadline: February 9, 2025

Anticipated start date: March 2025

Important:

Please send your resume and cover letter in one document to info@envirocentre.ca

Please ensure your resume file (PDF) includes your first and last name and the reference number (Reference# EC202502)

Example: Firstname_Lastname_ EC202502.

Please also put the Reference# EC202502 in the subject line of your email.

We thank all applicants for their interest, however only candidates selected for an interview will be contacted.