

## POSITION DESCRIPTION

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**POSITION TITLE:            Technical Consultant, Commercial Green Building and Sustainable Operations**

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### **Organization:**

The Green Building Initiative (GBI) is a 501c3 not for profit organization whose mission is to accelerate the adoption of building practices that result in energy-efficient, healthier and environmentally sustainable buildings by promoting credible and practical green building and operation/management approaches for commercial facilities. GBI is the exclusive US licensee of the Green Globes® software tools, rating and certification system in the USA.

Since its arrival in the U.S. in 2005, the Green Globes tool has seen a dramatic rise in use. With over 145 buildings certified and hundreds more starting the process, it is now one of the leading national green building rating systems in the country—which has put GBI in the position of needing additional experts in new and existing commercial building sustainability to support customers, assessors, and internal staff related to building certification projects.

### **JOB PURPOSE:**

This position reports to the VP and General Manager of Green Globes and requires an individual with extensive commercial building design, engineering, and/or operations experience and green building/sustainable operations domain knowledge. Individuals should be a former facilities manager, architect, or commercial facilities engineer with a substantial resume of sustainability enhancement projects.

This position is primarily responsible for technical consulting related to the sustainable design, construction, and operation of commercial buildings and for enhancing the organization's reputation by engaging in thought leadership and collaborative activities within the national sustainability community. The technical consultant is responsible for providing technical consulting support to customers, sales staff, customer service, product development staff, and technical publications functional areas. Candidates should have the ability to provide professional technical consulting support relating green building standards, sustainability evaluation and enhancement software tools, and rating/certification programs – as well as be able to communicate effectively with industry professionals such as architects, engineers, building materials/systems manufacturers, and construction professionals. Further, the technical consultant may be required to participate in standards and code development projects and contribute to the evolution of, adoption, and enhancement of rating systems and standards across the industry.

**KEY RESPONSIBILITIES:**

1. Customer Technical Support & Liaison: Acts as one of the primary technical points of contact for customers related to the use and application of sustainability assessment software, rating systems, and certification programs. Facilitates customer adoption and use of online tools, products, and services by addressing complex technical and applications related issues. Addresses, understands, and resolves customer technical interpretation, education, and application issues referred by sales, customer service, and business management. Able to perform all customer service roles and activities if required.
2. Sustainable Buildings Technical Expert: As an internal and external technical expert, understands or can learn all of the technical content of applicable commercial green building standards and rating systems: LEED, Green Globes, ASHRAE, Energy Star. Has or develops knowledge of commercial building materials, components, systems, construction, and operations as they pertain to green building and sustainable operations. Has or develops an expert level of knowledge of the organization's software, products & services, rating/certification systems, and policies/procedures. Networks with other technical experts to build knowledge and ensure consistency across the organization.
3. Technical Publications: Is able to write technical support documents, white papers, user guides, technical publications, and reports that clarify sustainable building technology issues as they pertain to the application and use of green building standards, sustainability enhancement tools, rating/certification systems, and product development. Develops and refines application and use guidelines for customers, updates and maintains online content including FAQ's. Reviews, contributes technical content, and edits marketing and PR collateral to ensure technical correctness and coherency. Introduces help content, tool tips, online explanations to prevent or address areas of technical complexity.
4. Program/Project Management – Contributes to and/or manages pilot programs, software development projects, operational improvement projects, standards/codes development and influence projects in the technical consulting realm. Provides timely and clear technical feedback to product development and operations, performs QA testing, supports beta/pilot programs, and supports roll-out of new programs to sales and marketing.
5. Troubleshooting/Resolution: Accountable for incident closure and any follow-up contact between software/technical support resources and the end user. When necessary, triages user requests to the appropriate resource within the GBI in a timely manner. Interacts with customers and co-workers to diagnose and resolve problems. Performs simple customer transaction and use testing to validate potential software problems. Document, report and communicate issues appropriately internally and externally to resolve customer issues.

6. Legislative/Industry Influence: Candidate should have the skills to effectively represent the organization, its rating/certification system, and its standards to other individuals, organizations, and working groups for the purpose of driving adoption, use, or enhancement/incorporation. The technical consultant may be required to attend, participate, and/or speak at tradeshow, industry conferences, standards and code development groups, legislative groups, federal government agency briefings and the like. Collaborates with lobbyists and other employees involved in legislative adoption, and use to advance organizational goals.
7. Standards Development/Technical Committee: Candidate participates in, contributes to, and facilitates the evolution and development of the Green Globes rating system, specialized variants for individual building types, ANSI/GBI standards and or code development activities as GBI's principal in-house technical expert. Participates in all GBI technical committee activities.
8. Other - Provides additional technical support, product development, customer support, and/or operations duties as assigned by supervisor.

#### **QUALIFICATIONS:**

1. Technical aptitude and knowledge relating directly to the sustainable design, construction, and operation of commercial buildings. Understanding of the sustainable elements or environmental impact of building materials, systems, and construction processes. Fluid knowledge of BIM, Design-build, and other construction related methodologies.
2. Knowledge and experience with major applicable industry standards, evaluation tools, sustainability measures, and rating/certifications systems ( Energy Star, LEED, Green Globes, ASHRAE). Understanding of sustainability areas: Energy, Water, Site impact, Indoor Environment, Solid Waste, Pollutants, etc.. Understanding of life-cycle analysis of building materials.
3. Strong customer service orientation and demonstrated customer service skills. Exceptional listening, verbal and written communication skills. Demonstrated problem solving and decision-making skills.
4. Technical computer and technology aptitude with strong PC literacy skills; Proficiency with Windows Office; Microsoft Excel, knowledge of computer hardware/software concepts; able to learn, use, and perform QA testing on complex web application software.
5. Ability to communicate effectively with and address/resolve the technical issues presented by customers and industry experts such as engineers, architects, construction professionals, etc.. Superior written and verbal technical communication skills.

### **Experience:**

- 10+ years experience relating to the commercial building industry (design, engineering, construction, operations/facility management)
- 5+ years experience relating to commercial building sustainability enhancement, or performing functions similar described for this role.
- Prior applications engineering, technical support, or technical consulting experience.
- Experience level should be comparable to a [Green Globes Assessor](#)

### **Education:**

- Engineering/Architecture degree or other directly applicable education required.
- Architectural license, PE Certificate desired but not required.
- LEED AP, GGP, or other formal industry training/certifications desired but not required.

### **Compensation/Benefits:**

- Candidate will work in Portland, OR office
- Position will begin as a 40 hour per week, 1099 contractor position (no benefits) and is expected to evolve into a full-time position with benefits within 6-9 months based on performance.
- Compensation is in the \$5K -\$9k/month depending on experience.
- Position requires you to provide your own computer hardware, standard office software, and cell phone

### **How to Apply**

First, verify that your experience, qualifications, and compensation requirements meet the information listed in this job posting.

Email a cover letter, resume, and specific information regarding building sustainability project in practice to [info@thegbi.org](mailto:info@thegbi.org). The email subject should contain the words: Application for GBI Technical Consultant

GBI will review the candidates and respond to those candidates selected for a phone screen. Please, no phone calls until contacted by GBI.