

# Built Environment Initiatives Coordinator

## Overview

**Community Energy Association (CEA)** is seeking a Built Environment Initiatives Coordinator (Retrofit Assist) to join our quickly growing organization and provide support for the operation and implementation of the Retrofit Assist program, aimed at reducing greenhouse gas (GHG) emissions in existing residential buildings. This role will leverage deep technical knowledge and expertise to provide support in the implementation of home energy retrofit services to help communities accelerate GHG emission reductions in existing homes, while utilizing a customer-centric approach to simplify customer experiences and improve the reach and satisfaction with our program.

**Retrofit Assist (RA)** is a program currently operating in 6 communities (Squamish, Whistler, Rossland, Kamloops, Vernon, and East Kootenay) with plans for expansion in 2026. The program implements proven approaches to accelerate low carbon retrofits in Part 9 residential buildings. Tackling emission reductions in existing homes is one of the most challenging yet impactful opportunities to address climate change while improving comfort, affordability, and energy efficiency of homes. The needs of participants and communities change regularly, and the program is designed to be responsive to our stakeholders. Applicants should be comfortable and skilled at engaging with RA participants, and stakeholders in a dynamic and ever evolving space.

**Our team** of over 45 staff continually inspire each other by being profoundly committed, each day, to our shared purpose and to delivering high-quality, impactful work. To continue to empower personal and organizational excellence, CEA respects and supports each staff as necessary, including work flexibility and professional development.

[Our work](#) includes developing and re-booting community energy plans, creating plans for local and Indigenous government operations, drafting policy for governments, publishing research, educating local government staff and elected officials, celebrating local and Indigenous government achievements, assessing renewable energy opportunities, and deploying related infrastructure.

## About the Position

- Experience-based compensation based on a 35-hour work week:
  - \$55,000 - \$65,000 based on 1-3 years' experience
  - \$65,000 - \$75,000 for over 3 years' experience with strategic priorities
- Employment type: Permanent salaried staff (flexible 35 hours/week)
- Location: Flexible, preference will be given to those living in or close to the following communities: Terrace, Whistler, Squamish, RDEK, Kamloops (applicants from other locations within Canada will be considered)
- Workplace: Home office with computer and home office allowance provided
- Competitive benefits package and 5 weeks' vacation annually (pro-rated based on start date)
- Travel: Must have a valid driver's license and be willing to travel on occasion

# Desired Competencies

Extremely important	Important	Useful
<ul style="list-style-type: none"> <li>• Strong personal interest in climate/energy and communities</li> <li>• Excellent verbal and written communication skills</li> <li>• Demonstrated customer service approach and relationship building skills with program stakeholders</li> <li>• Self-directed and comfortable with remote work</li> <li>• Positive attitude and strong work ethic</li> <li>• Excellent time management</li> <li>• Thrives in a role that requires high levels of consistency and attention to detail in repetitive tasks</li> <li>• Advanced proficiency in Microsoft Office suite (Word, Excel, PowerPoint, Teams, Outlook)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience or education related to building science, energy efficiency, local governments, climate action, or renewable energy</li> <li>• Creative, flexible and proactive in problem-solving</li> <li>• Willingness to learn and adapt in a constantly changing environment (for example, rebate changes)</li> <li>• Energized by challenges and driven to improve workflow processes</li> <li>• Knowledge of and/or familiarity with BC's energy incentive programs</li> <li>• Excellent stakeholder management skills</li> <li>• Knowledge and experience with CRM software</li> </ul>	<ul style="list-style-type: none"> <li>• Energy related certifications or designations, such as Energy Advisor or Certified Energy Manager (will be considered an asset)</li> <li>• Experience working with low-and-medium income households, Indigenous Communities, or other traditionally marginalized groups</li> </ul>

# Duties Summary

As a clear and confident communicator with superb organizational skills, you love working directly with clients, co-workers, and stakeholders on the topics of energy and environment. This role is responsible for interacting with participants who are interested in undertaking energy upgrades in a highly courteous and helpful manner that exceeds their expectations. The Coordinator will also correspond with the industry professionals and contractors who are delivering services to identified participants, and act as the facilitator of Retrofit Assist.

This role is very people-focused and will prioritize assisting RA participants from start to finish on their home energy efficiency retrofits including scheduling EnerGuide evaluations, answering questions throughout the process, connecting them with contractors, reviewing quotes, navigating rebates, and off-boarding. Our highest priority is to keep things simple for participants with a strong emphasis on the following responsibilities.

## **Customer Support – 80%**

- Correspond with and support participants through the entire energy upgrade process:
  - Review and respond to incoming program inquiries.
    - Substantial communication occurs through email with participants; the successful applicant should be prepared to provide written correspondence daily.
  - Assist participants with scheduling home energy assessments, contractor interactions, applying for rebates and incentives.
- Gather and respond to feedback from program participants and stakeholders.
- Provide guidance and information to participants related to energy efficient upgrade pathways.
  - This will include information and guidance on mechanical system upgrades, building envelope upgrades, renewable energy technologies, energy conservation measures, available rebates and financing, and more.

## **Project Administration and Support – 10%**

- Support all aspects of the Retrofit Assist program implementation:
  - Project administration and follow-up, involving data gathering, entry & processing, document control.
  - Execute detail-oriented tasks such as reporting and tracking of project timelines to ensure consistency and progress against work plan deliverables.
  - Refinement of workflow processes, FAQ documents, customer templates, etc.
- Conduct web-based and basic research to support senior staff on project refinement.
- There may be an opportunity to support other strategic initiatives related to home energy retrofits for the right candidate.

## Communications and Outreach Support – 10%

- Support program promotion, marketing, and communications, including working with CEA’s communications team to develop progress reports and presentations.
- Organizing and supporting community and stakeholder (i.e., local government, trades and contractors), engagement activities related to building science, climate change, and energy upgrades.
  - This may include facilitating or presenting at webinars or in person events. Some travel may be necessary.

## To Apply

Apply to [HR@Communityenergy.bc.ca](mailto:HR@Communityenergy.bc.ca) by **5 PM Pacific Time April 20<sup>th</sup>, 2026**. We thank all applicants for their interest. However, we will only contact those shortlisted for the role. NO telephone inquiries please.

- Send a **two-page resume**, and contacts for at least 2 references
- Create a short (3 minute or less) **video** and upload to YouTube and send the link along with the items above. Please test first. In the video answer the following questions:
  1. Why are you interested in this position with CEA?
  2. What do you think are some of the most important considerations when providing support to homeowners embarking on retrofits?
  3. What specific training, skills, or experience do you have that you think would be valuable in this position?

If there are any barriers to creating a video, we will accept as an alternative, a **1-2 page written summary** of the questions above.

## Learn More About CEA

[www.communityenergy.bc.ca](http://www.communityenergy.bc.ca)  
<http://acceleratekootenays.ca/>  
<http://www.bcmclc.ca/>  
<https://bcclimateleaders.ca/>  
<https://closingtheloop.ca/>  
<https://mcahub.ca/>

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[www.communityenergy.ca](http://www.communityenergy.ca)

CEA accelerates bold action by local governments and Indigenous communities related to climate and energy.