



Assistant Area Manager

WHO ARE WE?

PEG, LLC is in its twenty-seventh year being a diverse energy efficiency, engineering, environmental and management consulting firm operating principally in the Eastern and Central United States.

As a leader in Home Energy Ratings, a winner of multiple Energy Star Awards, and a standout in the construction industry, PEG has provided Home Energy Ratings for over 250,000 homes. We strive to continually improve building energy efficiency and therefore, the quality of homes and life in the communities that we service.

Please visit our website at www.pegenv.com to learn more about PEG!

WHO ARE YOU?

The Assistant Area Manager plays a crucial role in supporting field operations by overseeing personnel, quality control, scheduling, and client relations. This position requires leadership, technical expertise, and organizational skills to ensure projects meet company and client standards.

Key responsibilities include recruiting and training field personnel, conducting performance reviews, fostering a positive work environment, and ensuring inspections are completed accurately and on schedule. The Assistant Area Manager maintains quality control and resolves client or contractor issues as needed. Additionally, they enforce safety standards, manage company equipment, and contribute to process improvements.

To succeed in this role, candidates must have at least two years of experience in HVAC, residential construction, home remodeling, or similar industries, along with supervisory experience managing teams of 10+ employees. Strong communication skills, attention to detail, and the ability to work in challenging environments are essential. Certifications such as RESNET HERS Rater, Energy Star, ACCA 310 HVAC Grading, and RESNET QAD are required. If needed, PEG, LLC offers support for obtaining these certifications within a specified timeframe.

This role is ideal for individuals who are organized, self-motivated, and dedicated to maintaining high standards of performance and client satisfaction.

Job Location

The geographical area assigned to this position includes the entire state of NC.

Areas of Responsibility

Personnel Management:

- Recruit, interview, and assist in hiring all assigned personnel.
- Ensure thorough training of assigned personnel (e.g., technical training, Scopes of Work, Protocols, subcontractor orientations, and environmental procedures as needed).
- Conduct 90-day growth reviews with assigned personnel.
- Address employee questions, resolve issues, and manage performance problems as necessary.
- Minimize employee turnover.
- Gather feedback, discuss relevant issues, and maintain open communication with personnel.
- Review personnel terminations with management before execution.
- Recognize and reward top-performing personnel.
- Job performance will be measured by the performance of supervised personnel.

Start Process:

- Monitor construction activity to ensure structures are inspected within client program parameters.
- Ensure information collected through the client program is accurate and complete.

Scheduling:

- Regularly monitor the weekly construction schedule to exceed client expectations (e.g., complete inspections ahead of schedule when possible).
- Provide training to improve Field Engineers' use of the construction schedule and align with the client program.
- Evaluate the client program's effectiveness and recommend improvements.
- Track weekly scheduling productivity.
- Ensure Field Engineers follow documentation and inspection protocols.
- Complete inspections as needed.

Quality Control:

- Establish and enforce quality standards for client reports and final products.
- Ensure adherence to all phases of client and PEG programs.
- Assist in resolving client issues that arise during the management period.
- Ensure inspection reports and photos are completed and submitted within the required timeframe.
- Review and QA one Field Engineer report weekly; review findings with the Area Manager and Director of Quality Assurance and Sustainability, then sign off with the Field Engineer.
- Support the completion of any program Quality Assurance requirements.
- Attend all required QA meetings and training sessions.

Site Management:

- Ensure personnel maintain site standards regarding OSHA regulations and PEG personal appearance.
- Enforce adherence to the PEG safety program.
- Ensure proper maintenance of assigned company vehicles and equipment.
- Communicate client job site rules to personnel.

Contractors:

- Ensure personnel maintain positive relationships with contractors and clients.
- Ensure contractors adhere to client and PEG programs.
- Collect feedback and provide support to clients for managing contractor conflicts.
- Make final decisions regarding issue resolution.
- Ensure subcontractors receive proper training for client and PEG programs.
- Collect feedback from clients/subcontractors on ways to improve the PEG/client relationship.

Client Satisfaction:

- Resolve client conflicts during inspections that Field Engineers cannot handle.
- Follow up with clients after "special" inspections to ensure they understand reports and answer questions.
- Review client feedback on the program and implement improvements as needed.
- Document conversations with clients/subcontractors when there is litigation potential.
- Ensure client programs are properly communicated and expectations are met by field personnel.
- Document client meetings and training sessions as required.
- Assist with client issues involving unoccupied or occupied homes/dwellings.

Systems:

- Ensure adherence to all company systems, including assigned personnel.
- Continuously monitor the effectiveness of systems and recommend improvements.

Management Planning:

- Assist with staffing plans for assigned sites based on size and number of units.
- Network continuously to maintain a pool of qualified candidates and contractors.

Continuing Education:

- Assess educational needs of personnel and provide internal or external training as needed.
- Develop action plans for implementing ideas gained from continuing education.
- Contribute to the development and improvement of training programs.

Miscellaneous Responsibilities:

- Stay current on codes and code changes; communicate updates to management.
- Identify ways to improve PEG program efficiency for better margins and client satisfaction.
- Ensure "special" files are processed according to company policy.
- Maintain a working knowledge of the company to train personnel and communicate with clients.
- Perform other duties as assigned by the company.
- Handle service calls and report writing.
- Ensure Field Engineer purchases and supplies are documented in an Equipment Log.
- Coordinate with the office for supplies, forms, and equipment.
- Immediately report major client issues to management.

Education/Experience:

- High School Diploma or General Education Degree or Vocational Certificate in the Skilled Trades Industry is required.
- A minimum of 2 years of work experience in HVAC, home remodeling, residential construction, or similar industry is required.
- A minimum of 2 years of experience managing and supervising a team of 10+ employees is required.
- RESNET HERS Rater, Energy Star, and ACCA 310 HVAC Grading Certifications are required and must be obtained within the first 90 days of employment.
- RESNET Quality Assurance Designee (QAD) Certification must be obtained within the first 6 months of employment.
- A minimum of 2 years of experience as a HERS Rater or similar position is preferred.

Additional Requirements

- Must have a valid driver's license with an insurable driving record and the ability to pass a pre-employment background check.
- Familiarity with camera/picture documentation using iPad/iPhone; proficient in Microsoft Excel, Word, Outlook, and SharePoint.
- Ability to work in confined spaces (attics, basements, crawl spaces) with high temperatures; capable of climbing, balancing, kneeling, crawling, lifting, and working on ladders up to 30 feet; must frequently lift and move 50 pounds unassisted.
- Able to perform duties in extreme weather conditions and operate hand/power tools as needed.
- Strong verbal/written communication and interpersonal skills with the ability to resolve schedule conflicts and convey technical information in plain language.
- Personable, well-groomed, self-motivated, enthusiastic, dependable, and organized.
- Excellent attention to detail, reporting accuracy, data entry, and time management skills; must be deadline oriented.

Rewards and Benefits

PEG LLC offers a comprehensive, total rewards package that includes competitive compensation and a flexible benefits package that reflects our commitment to creating a diverse and supportive workplace.

Benefits include: • Company-issued Gas Card, Toll Pass, & Vehicle Maintenance Allowance • Company-issued Uniforms, iPhone/iPad, Field Equipment/Tools/PPE • Flexible Work Schedule • Year Round Employment • Paid Professional Development & Salary Incentives through Learning/Certification Opportunities • 20 Annual Paid Days Off (12 Days of PTO, Birthday PTO, & 7 Company Paid Holidays • Company Sponsored Medical Insurance that includes a contribution of up to 50% off the monthly premium • Dental & Vision Insurance • 401(k) Retirement Plan with up to a 4% company match vested immediately • Basic Life & Supplemental Life • Short-Term & Long-Term Disability • Accident & Pet Insurance • Corporate Sponsored Events •

PEG LLC is an Equal Employment Opportunity Employer.