



## FIELD REPRESENTATIVE

We are seeking a **Field Representative** to join our growing team. The **Field Representative** will report directly to our Project Team Manager and work closely with the other **Field Representatives**, Project Managers, Project Coordinator, and the rest of the Delivery Team Staff.

The **Field Representative** will be our eyes and ears on the ground for our projects in stages from planning through post-completion. This includes lighting, weatherization, windows, controls, and HVAC projects for both multi-family and single-family residences across the state. They will be responsible for maintaining a high level of visibility in the field, and they will also play a significant role in communication and problem-solving among Paradigm, our internal installers, our subcontractors, and our customers. They will have the ability to communicate effectively with installers, including when redirection and education is needed. They will be essential in helping carry out inspections and review work quality.

The **Field Representative** will also be responsible for managing products and activities in the on-site warehouse, including managing inventory and product exchanges between vendors, couriers, and subcontractors. Material deliveries to and from the field will also be a significant component of the job.

The **Field Representative** will effectively communicate and document updates from the field and use sound judgment in escalating issues to Project Managers. The ability to pivot with quickly changing needs is essential. This is a dynamic role that will change over time as our team grows, with the opportunity for this person to eventually manage their own smaller projects.

### Responsibilities:

- **Represent** Paradigm while in the field, cultivating strong relationships among internal crews, subcontractors, and customers, delivering our premium project experience to all parties
- **Travel** throughout the state of Massachusetts to cover our service area
- **Perform** site visits, monitor and report on project progress and quality
- **Identify** and communicate project issues or changes
- **Become** a technical resource for product information
- **Exhibit** sound judgment in assessing safety and risk
- **Oversee** warehouse and material activities, including incoming shipments from vendors, outgoing shipments for projects, and ongoing project and warranty needs
- **Deliver** materials to project site and retrieve materials at project closing, assess job completion and quality of work
- **Communicate** quickly and effectively with the rest of our Project Delivery team via phone, email, and company messaging platform
- **Input** and maintain project data in excel and other tools
- **Document** activities and respond to tasks in project management software

### Minimum Qualifications:

- Strong interactive communication and negotiation skills
- High School Diploma or equivalent
- Proficient computer skills, particularly with Microsoft product including excel, work, PowerPoint, and email
- Valid driver's license for operating company van

- Ability to lift up to 50 lbs. and climb ladders
- Ability to work in a fast-paced, high-impact environment
- Strong communication skills (verbal, written)
- Strong organization skills (time, information, and materials)
- Ability to prioritize
- History of working effectively on a team

#### Bonus Qualification:

- Proficiency in Portuguese or Spanish

#### Compensation:

- Competitive salary that corresponds with level of experience and expertise
- Health, vision, dental insurance
- 401K matching plan
- Cell phone stipend
- Bonus pool participation

#### To Apply:

- **Please submit your resume** -- cover letters are welcomed too!
- **Take our behavioral assessment** – it's only 2 questions.

**Link to the assessment:**

<https://assessment.predictiveindex.com/bo/c7Y/FRPES21>

or scan the QR code to the right.



**Paradigm Energy Services** ([www.paradigm-esco.com](http://www.paradigm-esco.com)) is an **Energy Services Company** providing energy efficiency and renewable energy solutions in the Mass Save Efficiency programs. We focus on reducing energy costs and improving the energy infrastructure in low-income communities. We develop, design, build, and finance solutions to utilities, agencies and building owners in affordable housing. Our commonsense approach, born out of the commercial construction industry, improves our client's bottom line while delivering a premium project experience.

#### Our Culture:

We have a **culture of accountability**, to both professional goals and personal development. We deliver a premium experience to all project stakeholders by staying committed to the simple belief that **everyone deserves to be treated with dignity and experience and improving quality of life**. We realize our belief by incorporating **6 core values** into our culture and the daily execution of our business. They are:

1. Treat everyone with dignity
2. Take the time to do it right
3. Be impeccable with your word
4. Always do your best
5. Don't make assumptions
6. Don't take things personally



*There is a high probability you have never worked at a place like this.*