

Operations & Maintenance Manager

About Us	<p><i>Resonant Energy's mission is to build wealth in environmental justice communities through the development of solar and storage projects for nonprofits, affordable housing, and homeowners. We believe that the benefits of clean energy should be within reach for everyone – not just the wealthy. We are realizing this vision with innovative financing options and a focus on operational excellence. We are B-Corp certified and 100% employee-owned, and we take our commitments to our staff and partners very seriously. After seven years of hard work, we are proud to be the #1 solar provider for affordable housing and nonprofits in the Northeast. And we're just getting started.</i></p> <p>Please visit www.resonant.energy for more information.</p>
Location	109 Kingston Street, Boston, MA 02111
Supervisor	Genevieve Quirion, Senior Project Manager
Target Start Date	March 2024
Criteria for Success	<p>We are seeking candidates who:</p> <ul style="list-style-type: none"> • Are creative problem-solvers who stay positive in the face of setbacks • Are excellent communicators and negotiators, even when situations are busy or tense • Highly competent navigating a number of complex spreadsheets • Comfortable with basic mathematical equations • Enjoy frequent, active engagement with project stakeholders • Appreciate efficient processes and clear organization • Enjoy directing their own work (with guidance from manager) <p>If these characteristics describe you, we would love to review your application.</p>
Description	<p>The Operations and Maintenance Manager's primary responsibility is to oversee the reliable operation of Resonant's portfolio of operating solar projects. You will be responsible for ensuring the optimal performance of the solar arrays, diagnosing problems that emerge, coordinating maintenance and repairs with partners as needed, and creating and maintaining strong relationships with clients and vendors. The Operations and Maintenance Manager plays a critical role in ensuring the long-term success of our solar installations while delivering top-notch service to clients and financiers.</p>
Responsibilities	<p>System Monitoring & Onboarding</p> <ul style="list-style-type: none"> • Track monthly production data for operating projects and provide regular reports to relevant stakeholders • Maintain automated internal monitoring system for all projects in collaboration with Resonant Energy analysis team • Continuously improve internal processes and standardize workflows relevant to project monitoring and issue resolution

	<ul style="list-style-type: none"> ● Maintain up to date maintenance records and warranty documentation for all projects. ● Attending all close out meetings with clients for O&M onboarding <p>System Troubleshooting & Repair</p> <ul style="list-style-type: none"> ● Respond to client calls related to billing and system troubleshooting and triage issues as needed ● Coordinate with customers and installation partners to schedule site visits and repairs as needed ● Hold repair technician partners accountable to ensure timely completion of troubleshooting and remediation workflows <p>Billing & Credit Allocation Management</p> <ul style="list-style-type: none"> ● Ensure that ongoing billing matches solar production as required by project contracts ● Ensure credits are being allocated properly for low-income households through the Company's Solar Equity Platform (SEP). ● Manage relationship with software platform provider for billing and credit allocation monitoring ● Report regular production data to relevant incentive regulators
<p>Requirements</p>	<p><i>Education:</i> Bachelor's Degree preferred. Comparable industry experience or relevant vocational training will be given equal weight to the Bachelor's Degree credential.</p> <p><i>Experience:</i></p> <ul style="list-style-type: none"> ● Minimum 2 years experience in project management or asset management; 3+ years preferred. ● Minimum 2+ years of direct experience in the solar or construction industry <p><i>Language:</i> English (native/fluent required)</p> <p><i>Computer Skills:</i> Google Workspace (i.e., Gmail, GDocs, GSheets) and Microsoft Office (i.e., Word and Excel). AutoCAD and Illustrator are a plus, but not required.</p> <p><i>Travel:</i> Work is primarily office-based but there will be occasional site visits that will require a car. The company reimburses mileage at federally set rates.</p> <p><i>Availability:</i> 35 hours per week during Resonant's hours of operation, 9 AM - 5 PM or 8 AM - 4 PM, Monday-Friday</p> <p><i>Hybrid Schedule:</i> Two remote work days per week, upon completion of three month training period. In addition to hybrid schedule, Resonant offers 6 weeks of fully remote time</p>
<p>Compensation & Benefits</p>	<p>\$65,000-75,000</p> <ul style="list-style-type: none"> ● Wellness: 100% paid premiums for healthcare and dental insurance ● Retirement: Simple IRA with employer match up to 3% of salary ● Paid Time Off: 13 paid time off (PTO) days, 5 sick days/year, bereavement leave, voting leave, protest days off, 13 federal holidays recognized; more PTO days granted as time at the company increases ● Transit: Monthly T-pass, Commuter Rail reimbursement, or Bike allowance available ● Professional Development: Dedicated budget for all staff members

	<ul style="list-style-type: none"> ● Mental Health Budget: \$100 payments available per month ● Employee Owner Track: On track for employee ownership, eligibility to apply on the third work anniversary, additional benefits include: <ul style="list-style-type: none"> ○ Unlimited paid time off ○ Strategic decision-making authority ○ \$20k worth of B-class shares
EOE Statement	<p>Resonant Energy is an Equal Opportunity / Affirmative Action employer committed to diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status or any other factor protected by applicable federal, state or local laws. Individuals who require reasonable accommodations under the Americans with Disabilities Act in order to participate in the search process should notify our Office of Human Resources.</p>
Apply	<p>Please submit your resume and a brief cover letter here.</p> <p>We strongly encourage women and people of color to apply for this role. For more detail, feel free to review our DEI Statement.</p>