

## Abstract

### Crew Chief/ Site Supervisor Training

Residential Home Performance programs have been in existence for 3 decades and the current level of performance is the result of commitment to the training of service providers, and to work scope decisions that are weighted by Benefit/Cost and the science, economics, and human nature of residential energy consumption.

For the last 15 years there has been a growing national effort to validate the skills and knowledge of building auditors and installers, as demonstrated by the BPI Certification levels for Building Analyst 1, Envelope Specialist, Heating Systems Specialist, etc.... However, at the very center of this important energy efficiency program is a job title that has no formal training initiatives or national certification; the Crew Chief/ Site Supervisor.

The Crew Chief is a complex position, requiring a variety of skill sets that range from the administrative responsibilities of validating compliance with federal and state labor, environmental and contracting guidelines, to employee and customer conflict resolution, to the technical training of staff, and ultimately being responsible for the performance of crew members and installed weatherization measures. Perhaps it is because the job description for the Crew Chief/Site Supervisor is so diverse, that training and certification has not been standardized. As the technology of home retrofitting evolves and state and federal requirements for documenting work practices and performance grows, a formal training for new and existing Crew Chiefs only makes sense.

This interactive training will provide exercises, demonstrations and “real world” scenarios designed specifically for newly hired and experienced Home Performance Crew Supervisors. Attendees will receive recommendations for reports and documentation of crew related activities, as required by law. They will also receive training materials and techniques for the orientation of new hires and untrained staff.

If you are currently a crew chief or being considered for the position, this training will give you a holistic concept of what’s involved and how to be most effective. If you are the material installer or mechanic on a crew, information gained by attending this training can help you to be a better organized and productive team member; you may also evaluate the position of crew chief, as a future employment consideration. If you are the company owner, CEO or administrator, this training can help you evaluate your “policies and procedures” and task assignments.