



Updated May 21, 2026

## **Residential Operations Manager (HVAC)**

### **Position Summary**

We are seeking an experienced and dynamic Operations Manager for our Residential business in our Woodbridge, N.J. facility. The experienced candidate must setup and lead the technical, compliance, and operational backbone of a new HVAC / Home Performance division at TSE participating in New Jersey's utility energy-efficiency programs. They will oversee installations, modeling, QA/QC, documentation, incentive processing, and program compliance to ensure accurate submissions, high pass rates, and efficient throughput across all utility programs and direct residential installation sales.

### **Essential Job Functions**

#### **Installation Management**

- Higher, staff and train a high functioning installation team to support residential installations of HVAC equipment and energy efficiency services.
- Develop office staff that will work with sales, customers, and towns to file permits, schedule installations, and ensure customer satisfaction.
- Create process to track all stages in the installation process and report out to management status on a weekly monthly and quarterly basis.
- Develop and run fleet management.

#### **Program Compliance & Regulatory Alignment**

- Interpret and implement requirements from all NJ utility programs (PSE&G, NJNG, SJG, ETG, JCP&L, ACE).
- Maintain internal SOPs aligned with BPU rules, program manuals, and statewide coordinator requirements.
- Ensure all job files meet eligibility, measure requirements, and documentation standards before submission.

#### **Technical Oversight & Energy Modeling**

- Supervise HPXML modeling, load calculations, savings modeling, and measure verification.
- Validate modeling accuracy and ensure consistency across the technical team, energy auditors and technicians / installers.
- Manage QuickBooks, program software platforms and ensure accurate data entry into utility portals.
- Complete Energy Report / Scope of Work with program funding, ASHRAE standards verification, completion documents.

#### **QA/QC Management**

- Serve as a liaison with utility QA teams and program implementors.
- Respond to QA findings, coordinate corrective actions, and maintain high QA pass rates.

- Conduct internal audits on job files, photos, test-in/test-out data, and completion paperwork and commissioning forms.

### **Incentive Processing & Documentation Control**

- Oversee incentive submission workflows to ensure timely, accurate, and complete submissions.
- Track incentive statuses, streamline scope adjustments / reworks, resolve discrepancies, and coordinate with accounting on receivables.
- Maintain dashboards for utility bill processing & approvals, incentive cycle times, approval rates, and documentation completeness.

### **Work Experience**

- 3-7 years of leadership experience managing operations for an HVAC, Home Performance, or utility energy-efficiency program. Demonstrated ability to oversee field operations, vendors, and program delivery; project management experience is a plus.
- Strong working knowledge of New Jersey utility energy-efficiency programs, including familiarity with Board of Public Utilities (BPU) requirements, reporting standards, and compliance frameworks.
- Technical experience in residential energy efficiency including:
  - HPXML data standards
  - ACCA Manual J, S and D calculations
  - Blower-door testing and diagnostic procedures
  - Combustion safety testing
  - Weatherization measures and best practices
  - Familiarity with utility program management systems, such as Snugg Pro and Elite software, and statewide coordinator platforms.

### **Preferred Education and Certifications**

- Bachelor's degree or relevant experience in related fields
- HVAC license preferred
- HERS Rater
- BPI certifications in Building Analyst Professional, Envelope, Heating, and Air Conditioning / Heat Pump

### **Knowledge, Skills, and Abilities**

#### **Knowledge & Technical Skills:**

- Proficiency in Microsoft Excel: Ability to create, manipulate, and analyze data using formulas, pivot tables, and charting for KPI reporting and dashboards.
- Data Literacy: Solid understanding of key sales efficiency metrics (e.g., pipeline velocity, conversion rates) and experience translating data into clear reports.
- CRM Expertise: Capability to use a CRM (such as HubSpot) and manage its structure for data integrity, tagging, and reporting.
- Familiarity with standard sales process fundamentals (lead qualification, opportunity stages, proposal generation).

### **Core Abilities:**

- **Organizational Mastery:** Ability to handle a large volume of concurrent tasks with scale and manage complex logistical planning.
- **Process Implementation:** Demonstrate ability to adhere to established workflows, document procedures, and suggest process improvements to streamline operations / systems.
- **Communication & Diplomacy:** Excellent written and verbal skills required for professional interaction with clients & cross-functional teams.

### **Personal Competencies:**

- **Detail-Oriented & Quality Focused:** Possesses a non-negotiable attention to detail.
- **Proactive & Independent:** Highly resourceful, capable of solving problems professionally.
- **Adaptability:** Ability to maintain performance and accuracy in a fast-paced, high-volume operational environment.

### **Physical Demands of the Job**

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully.

- While performing the duties of this job, the employee is occasionally required to stand; sit, walk, climb, balance, stoop, kneel, crouch or crawl; use hands to finger, grasp, or feel objects; reach with hands and arms; push or pull; talk and hear; use repetitive motions.
- The employee is frequently required to lift and/or move up to 20 pounds and occasionally lift and/or move up to 25 pounds.
- The employee must have visual acuity to perform activities such as preparing and analyzing data and figures, transcribing, viewing a computer terminal, and extensive reading and visual inspections of site plans.

### **Work Environment**

While performing the duties of this job, the employee is subject to the following work environment:

- The employee is subject to both inside and outside environmental conditions.
- The employee is subject to hazards such as proximity to moving mechanical parts, moving vehicles, and electrical current.

### **Equal Employment Opportunity (EEO)**

TSE is an equal-opportunity employer committed to diversity and inclusion in the workplace. TSE prohibits discrimination and harassment of any kind based on age, race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, age, marital status, gender, gender identity or expression, veteran status, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. TSE makes hiring decisions based solely on qualifications, merit, and business needs at the time. Please read through our EEO Policy for more information. TSE is committed to working with and providing reasonable accommodation to applicants with physical and mental disabilities. TSE is a drug-free workplace.

## Screening

TSE makes offers of employment contingent upon (1) successful completion of a routine background investigation and reference check, (2) drug testing, and (3) Act 34 Child Abuse clearance.

## Benefits

- Medical, vision, dental insurance and more.
- 401(k) and company match.
- Company-provided life insurance.
- Health Savings Account (HSA).
- Education reimbursement program with management approval.
- Annual paid time off.
- Observance of 8 Federal Holidays.
- Opportunities for advancement and development.

If interested in applying for this position, please send your resume to [HR@TriSEnergy.com](mailto:HR@TriSEnergy.com).