

Operations Support Specialist - Full-Time Remote

Salary: \$50,000–\$60,000 per year

Job Summary

We are seeking a **Remote Operations Support Specialist** to support office operations, field technician scheduling, and project workflows for a residential energy rating and energy efficiency testing company. This role ensures accurate documentation, smooth communication, and strong support for builders, contractors, and internal teams—all performed remotely.

Responsibilities

Administrative & Office Support

- Handle phone calls, email correspondence, and daily administrative tasks
- Perform data entry and maintain project documentation
- Prepare and organize paperwork for energy rating certifications and inspections
- Assist with invoicing, job tracking, and database updates

Scheduling & Operations Coordination

- Schedule field technicians for energy tests, blower door tests, duct leakage tests, and HERS inspections
- Coordinate appointments with builders and ensure site readiness
- Monitor project progress and adjust schedules as needed
- Communicate updates and changes to staff and clients

Customer & Builder Support

- Serve as the primary remote point of contact for builders, contractors, and homeowners
- Provide information on testing requirements and documentation needs
- Maintain professional and timely communication

Data Management & Reporting

- Enter test results, inspection notes, and project information accurately
 - Assist with energy efficiency reports and rating documentation
 - Maintain organized digital files
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Qualifications

- 2+ years in administrative support, coordination, or scheduling
 - Excellent communication and organizational skills
 - Proficient with Microsoft Office, Google Workspace, or similar tools
 - Ability to work independently in a remote, fast-paced environment
 - Comfortable learning industry-specific software
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Preferred (Not Required)

- Experience in energy rating, construction, HVAC, or residential performance
 - Knowledge of HERS ratings, blower door testing, duct testing, or building code compliance
 - Experience supporting field technicians
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Benefits

- Competitive salary
 - Health, dental, vision insurance
 - Paid time off and holidays
 - Professional training
 - Career growth opportunities
 - Fully remote role
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Schedule

- Monday–Friday
 - Full-time
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Work Location

- Remote