



## **Program Associate**

- Employment Type: Full-Time, 3 Year Contract, ending June 30, 2027
- Job Function: Program Management
- Industry: Energy & Environment/Energy Efficiency & GHG reduction/ Commercial Real Estate/Association Services/

## **About the Program**

We are currently developing a comprehensive, \$25M national program to drive deep retrofit in the commercial real estate industry in Canada and to support the broader efforts to tackle climate change and transition to a low-carbon economy. The program will build awareness, provide tools and resources, and facilitate implementation of deep retrofit energy efficiency projects. Integral to this program is its awards program to recognize verified improvements to building performance and emission reduction.

## **The role:**

Are you passionate about sustainability and committed to driving positive change in the built environment? We are looking for a **Program Associate** to support the Program Manager in various program activities related to the management, delivery, promotion and enrollment of a new energy efficiency and GHG emission reduction program. If you are a proactive and client-focused individual with background in environmental sustainability and a genuine enthusiasm for climate action, we invite you to join our team.

## **Key Accountabilities**

- Assist the Sr. Program Manager and the Program Delivery team in managing the design, implementation and evaluation of the DRC Program
- Actively participate in the creative process of program design to meet DRC objectives.
- Collaborate with contracted program service providers to develop detailed workflows for program delivery.
- Collaborate with contracted program service providers to develop detailed workflows for program performance tracking and reporting.
- Key support to project managing contracted parties by monitoring, evaluating and reporting program scope of work and deliverables. Provides updates and corrective actions where required.
- Provides support for the development of IT solutions to embed IT solutions into delivery processes for effective delivery.
- Provide administrative assistance across all program functional areas including marketing, finance and reporting



- Provide timely helpful responses to queries from program participants. Assist in designing a tiered customer service process and manage the delivery of the customer service and escalation process through service providers.
- Work collaboratively with the Business Development Manager and assist with program enrollment including development of program marketing materials and management of outreach events. Prospect participants using a national database of building owners and managers
- Ongoing monitoring of the program including tracking through the portal (when designed) for effective delivery, timely and accurate reporting.
- Manage meetings: develop agendas in collaborating with program management team, take meetings minutes at program-related meetings and recommends & track follow-up actions
- Present program materials in one-on-one or in group settings (in person and virtually) to prospective participant organizations and stakeholders.
- In collaboration with program service provider design the review of incentive applications and in developing Quality Control protocols.
- Assist in the QC of program delivery including review of applications.

### **Qualifications**

- Self-motivated with strong organizational skills and project management skills, able to manage the priorities of multiple stakeholders in a complex environment, focused on the delivery of results. Project management skills in managing contracted parties would be an asset.
- Team-oriented and able to communicate effectively.
- A university degree or equivalent, preferably in environmental-related program, communications, or related field from a recognized institution or equivalent experience.
- At least five (5) years of progressive experience in client-facing roles.
- Tech savvy, with proficiency in Microsoft Office suite, including Word, Outlook, PowerPoint, and Excel. High degree of proficiency in MS Excel is preferable.

### **The Fine Print**

- Your compensation includes a competitive base component in addition to a discretionary, variable component to reward you for reaching your goals.
- You will also be eligible to participate in retirement savings program whereby BOMA Canada will match your RRSP contributions up to five percent of your base salary.
- BOMA Canada also offers a generous, high-end benefits package for its employees.
- In addition to ample vacation, BOMA Canada also typically shuts down for the winter holiday period (though some year-end work can occur then); we close early on Fridays from Victoria Day to Labour Day, if the workload permits; etc.



- Our organization has an informal culture and has adopted a hybrid work environment, with some flexibility to work from both home and from our downtown Toronto office.
- BOMA Canada employees must be fully vaccinated against COVID-19. Accommodations would be considered only for candidates who unambiguously qualify for vaccination exempt categories as determined by public health authorities.

Consistent with our values and our own commitment to leading diversity, equity and inclusion efforts for the commercial real estate industry, BOMA Canada particularly encourages applications from individuals who are a part of groups that have been underrepresented in roles such as this one and we will take all reasonable steps to ensuring that this process, and the culture which you may join, will be accommodating.

If you are interested in this opportunity, please send your résumé and a cover letter to [jbouchard@bomacanada.ca](mailto:jbouchard@bomacanada.ca)

Due to the volume of applications, we receive, only those candidates selected for interviews will be contacted.

### **About BOMA Canada**

The [Building Owners and Managers Association of Canada](#) is a not-for profit industry association with over 115 years experience representing the Commercial Real Estate (CRE) industry in Canada. We connect, resource and elevate CRE through such services as professional development, green building certification, advocacy, thought leadership, research, standard setting, networking, celebration and fun.

As the voice of the CRE industry with a strong business culture, our organization is comprised of over 3,500 members and eleven independent local associations. Representing over two billion square feet of commercial space, BOMA members include building owners, developers, facility managers, asset managers, property managers, building operators, leasing agents, brokers, investors, and service providers. Members represent large and small Canadian and international commercial real estate firms and vendors into the industry. Our stakeholders extend beyond the formal membership to include government, other industry associations, other non-profits, charities, partners in other countries and more.

BOMA Canada is a mission-driven organization focused not only on the financial success of our members, but also on their environmental, social and governance success. Current major initiatives revolve around sustainability; equity, diversity and inclusion; accessibility; health and wellness; and more. We are a small and dynamic team that gets things done.

The growing BOMA Canada staff is a dynamic team of about 25 self-starters and is headquartered in downtown Toronto. Currently we have adopted a hybrid work model, with our staff being in the office three times a week and working from home the rest of the time. Our working language is English, but we provide services in French and, increasingly, in Spanish.

**Thank you for your interest!**