



Interested candidates should email a resume and cover letter to [noelle@heatseek.org](mailto:noelle@heatseek.org).

Heat Seek builds innovative technology to support New York City tenants. Since our founding in 2014, we've played a dual role as both a tech startup and a mission driven nonprofit helping tenants, community organizers, and lawyers use data to tell stories about housing mismanagement. Heat Seek focuses on building low-cost, web-connected temperature sensors to help tenants prove serious and persistent lack of heat in their apartments during the winter. This summer, for the first time ever we will be using our sensors to gather indoor temperature data during heat waves in order to help inform public policy geared toward keeping tenants safe and healthy in the face of climate change.

## Field Agent

Heat Seek is searching for a qualified individual interested in supporting our summer sensor campaign. This work includes the deployment of proprietary temperature sensors during the 2019 summer season in select neighborhoods throughout New York City. This is a part-time, hourly position averaging 10 hours per week. This position involves travel between Brooklyn, Manhattan, and the Bronx.

This position is ideal for current or former community organizers/tenant organizers looking for part-time work. Ideal candidates have experience working with communities in one or more of our target boroughs, and a general understanding of community organizing principles. Bilingual English/Spanish is required for this position.

This position requires an intermediate level of tech literacy. In addition to community organizing and people skills, field technicians will be responsible for installing hardware inside the homes of individual tenants, and candidates should at a minimum be comfortable using a computer. It is important that candidates demonstrate a strong interest in learning how to use Heat Seek's hardware, even if they have no prior experience with it. However, candidates DO NOT need to know how to write code in order to be eligible for this position. Thorough training on Heat Seek's technology will be provided.

## Tasks

1. Prepping sensor kits
  - a. Testing the connectivity of each sensor before they are deployed (as needed) and ensuring the proper contents of each kit.
2. Scheduling sensor installs

- a. After receiving contact information from Heat Seek team members or partner organizations, coordinating with tenants to find a mutually agreeable time to install the equipment.
- b. In order to maximize efficiency and minimize the number of trips required, the Field Agent should seek to group installs within buildings
3. Performing sensor installs and collecting tenant information
  - a. Accurately and efficiently install temperature sensors
    - i. Ensure that upon departure, sensors are all taking active readings in the correct mode
  - b. Administer a paper survey and contract and return both to Heat Seek offices
4. Case Management
  - a. After each install, create tenant and/or advocate account and send appropriate communication
  - b. Enter tenant and advocate data into Heat Seek database
  - c. Ensure tenants know how to access their data and be available to troubleshoot with them throughout the monitoring period.
5. Debriefing with Heat Seek team
  - a. With regularity, the Field Agent will share information about installs and tenants
6. Monitoring inventory
  - a. The Field Agent will regularly monitor the stock of sensor kits and individual components and notify the Director of Social Services if any supplies are running low.
7. Re-installing or reclaiming sensors
  - a. At the request of a Heat Seek team member, the Field Agent will re-install or reclaim deployed sensors.

## **Reports to**

Executive Director

## **Requirements**

1. Basic understanding of technology and desire to learn new technologies
2. Ability to schedule appointments with a variety of tenants, via email, phone, and SMS
3. Ability to navigate NYC mass transit to and within a variety of NYC neighborhoods
4. Ability to work flexible shifts and to adapt to changing work schedules
5. Ability to track and account for hours worked each week
6. English literacy required; spoken Spanish desired
7. Basic knowledge of New York neighborhoods and awareness of one's surroundings in new places
8. Ability to maintain a high level of care with tenants and confidentiality about personally identifying information

## **Hours and Term**

10 hours per week, on average.

Estimated start date: mid-May 2019.

Estimated end date: October 2019

The hours will fluctuate based on need, as determined by Supervisor. Term of employment has the potential to extend through the end of summer 2019.

This employment is at-will and can be terminated by either party at any time, with two weeks' notice.

### **Workplace**

While many of the tasks will allow or require remote work, the Field Agent may need to come to Heat Seek offices at 150 Court St, 2nd Floor, Brooklyn New York 11201 to pick up more sensor kits and update Heat Seek team members.

### **Compensation**

\$18 per hour.

### **Non-discrimination**

Heat Seek is an equal opportunity employer and does not discriminate against any employee or applicant for employment because of race, creed, color, sex, national origin, sexual orientation, age, disability, genetic predisposition or carrier status, or marital status. Candidates of historically underrepresented classes are encouraged to apply.