



## **JOB PROFILE: INSPECTOR**

### **JOB STANDARDS**

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#### **Primary Objectives**

- Provide detailed information through written and verbal communication regarding the findings of an inspection
- Ensure client receives unbiased yet neutral feedback regarding findings
- Build trust with clients and real estate agents using a calm demeanor, consistency, honesty, thoroughness and communication
- Produce consistent services, both written and verbal
- Communicate value to client regarding additional services that are provided
- Communicate as a team player within the organization regarding opportunities of improving service, value and product offerings

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#### **Regular Work Activities**

- Perform residential home inspections
- Perform pest inspections
- Perform add-on services inspections: In-door Air Quality testing, Sewer/Septic scope, Water testing, Lawn Irrigation testing, Asbestos/Lead testing, Foundation Certification, Well Flow testing
- Produce, complete and deliver inspection reports through our company's software
- Attend ongoing in-house and field training

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#### **Management Responsibilities**

- No direct management duties

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#### **The job is physically demanding, which may require a lot of physical activity including, but not limited to:**

- Carrying and the use of ladders
- Walking on roofs (heights)
- Wearing a tool belt
- Entering confined spaces such as crawling under houses and entering attics. Minimum of 18x22 inches
- Long periods of standing, driving, and typing
- Repeated kneeling, squatting, bending, climbing stairs, climbing ladders, etc.
- Lifting items above your head including attic access covers
- Employees must be able to lift 50 Lbs., such as crawlspace access lids
- Entering homes with allergens including pets, dust, mold, etc.
- Employees must weigh less than 300 Lbs., the maximum weight limit of the provided ladders

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## Key Skills

- Teachable and coachable
- Strong attention to detail
- Effective verbal communication skills
- Exceptional organizational skills
- Well-developed empathy for working with stressed clients
- Ability to actively listen and remain calm under pressure, and in confrontational situations
- Committed to doing things the right way
- Substantial knowledge of computers
- Ability to work independently 90% of the time
- Self-driven
- Collaborative member of the team

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## People Contacts & Interaction

- Field Trainer - weekly during training
- Inspector Manager - weekly
- CEO - monthly

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## Compensation/Benefits

- Paid Training
- Starting pay DOE, including incentive bonuses
- Benefits Package: Simple Plan with 3% match, 1 week vacation
- Major tools/equipment provided
- Company vehicle, insurance, and maintenance
- E&O and Liability Insurance
- Ongoing in-house and field training
- Administrative support: Office Staff, Scheduling, Inspection Software, POS and Handling of any Ccomplaints
- Software & POS provided
- Flexible schedule
- Yearly Paid Internachi and ASHI Membership

## **JOB REQUIREMENTS**

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### Experience / Training / Availability

- Must complete a state approved training program, or be in the process of enrolling
- Must be able to obtain state license within 60 days of completion of a State Certified Home Inspector course
- Obtain a Structural Pest License
- The Employee must be able to operate within the Washington State – Home Inspector - Standards of Practice WAC Sections
- This position requires you to be working both in the field and at home
- Customer service/relations experience is beneficial
- Must be able to work up to 4 days a week, including one weekend day
- Commute throughout the Thurston, Pierce, Mason, Lewis, South King, Gray Harbor and surrounding areas
- Valid Washington DL & good driving record
- Pass a background check
- Punctuality is essential