



# Opportunity Profile

## Home Inspector

### **Position Overview**

We are looking for a detail-oriented person who is a great communicator, connects with people, and can learn the technical aspects of home inspections. While being licensed and having industry experience is beneficial, it does not limit the scope of hiring for this position. The position also requires someone who is comfortable with growth and change and is willing to learn and adapt to an ever-changing industry that continually requires higher levels of competencies. Attention to detail is critical as is the ability to communicate both in writing and verbally. Punctuality is also required.

We are looking for self-driven, results-driven, teachable team players who thrive in an environment of teaching and motivating. We seek someone who is not afraid of change or a challenge, is able to lead by example, and does not mind working in the trenches when the need arises. This person will also handle the more difficult and delicate matters with finesse, professionalism, and expertise. This person holds a high degree of self-accountability.

Sales of services and acquiring client reviews are obtained with an engaged and motivated inspector. The inspector has a willingness to teach others and brings a positive approach to challenges faces in the field.

### **Primary Objectives**

- Provide detailed information through written and verbal communication regarding the finding of inspection in a clear/concise and non-threatening manner.
- Ensure client receives unbiased yet natural 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 for improving service, value and product offerings.

### **Regular Work Activities & Requirements**

- Full-time inspectors must have the ability to complete two inspections in one day and deliver an accurate report to the client by 9:00AM the next morning.
- Must be able to enter a space through an opening as small as 22"x30"
- Must be able to ascend and descend a ladder with a maximum load bearing capacity of 250 lbs.
- Must be able to lift 50 lbs.
- Must feel comfortable in confined spaces and elevated areas with a slope. i.e. rooftops or crawl spaces.
- Perform residential home inspections.
- Perform termite inspections.
- Perform in service inspections: pool, septic, water well, water quality test, outbuildings, etc.
- Attend ongoing training in-house and field.
- 2 weekend days a month are required by all inspectors to meet the needs of our clients/relators in short option periods.

### **Key Skills**

- Be teachable/coachable
- Strong attention to detail
- Strong verbal communication skills
- Exceptional organizational skills
- Well-developed empathy for working with stressed clients
- Ability to actively listen and remain calm under pressure in confrontational situations
- Ability to interpret and analyze data
- Concern about doing things the "right way"

### **People Contacts & Interactions**

- Lead Inspector – Weekly
- Scheduled Team Meetings

### **Experience / Training**

- Licensed in the field – Required
- Inspection experience – Beneficial
- Customer service/relations – Preferred
- Building/roofing experience – Beneficial

### **Compensation and Benefits**

- \$60K-\$80k Annually (Percentage of inspection fee per company compensation plan)
- Medical, Dental and Vision Insurance
- 401(k)
- Life Insurance
- Health savings account
- Employee discount
- Flexible work schedule
- Parental leave