



## Opportunity Profile

### Home Inspector

#### **Our Mission**

To provide Opportunity and Super Experiences for our Team, Clients, Agents, and all we serve.

#### **Our Vision**

To be the largest privately held real estate service company in the nation.

#### **Values**

F.R.E.E.D.O.M

Fearless, Respectful, Excellence, Education, Diligence, Opportunity, Motivation.

#### **Culture**

Being a superhero is hard, and we will expect your best every day. We place a high priority on integrity, dependability, punctuality, extraordinary customer satisfaction and going above and beyond the job profile. We offer a great work atmosphere, competitive salary, flexible schedule, and healthcare benefits.

#### **Company Expectations**

Show up on time, show up ready to go, work while at work, focus on the great client experience, strive to be physically fit, mentally fit, and emotionally stable. Be kind to all, and if a client is disgruntled, kill them with kindness. Look for opportunities for the company and for yourself. Seize opportunity when it arises, plan your time, have a plan, set personal and professional goals, dress appropriately, and persevere when difficulty arises. Be clear about the company's vision and your personal vision. Be effective, not perfect. Take time for refreshment and relaxation when needed, respect your coworkers, and be a part of the team.

**Your Mission:** Becoming a valued Super Team member in growing and developing the company through support, contribution, leadership, innovation, and serving within the framework of the culture, mission, and vision of Super Inspector.

### **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 of 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. roof tops or crawl spaces.
- Perform residential home inspections
- Perform termite inspections
- Perform n services 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 in order to meet the needs of our client/realtors 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

### **Compensation**

- Percentage of inspection fee per company compensation plan
- Benefits package

### **Experience / Training**

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

### **Narrative**

We are looking for a detail-oriented person who is a great communicator, connects with people, and has the ability to 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 adopt to an ever-changing industry that continually requires higher levels of competencies. An attention to detail is critical as is the ability to communicate very both in writing and verbally. Punctuality is also required.

We are looking for a self-driven, results-driven, teachable team players who thrives 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 mores 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 engages and motivated inspector. The inspector has a willingness to teach others and brings a positive approach to challenges faces in the field.