



Operations Assistant Job Description

Are you driven by helping others? We call that having a service heart, and we only hire those who have one. We're looking for someone to use their strong communication skills and great attention to detail to help our growing business provide the best customer service in the industry.

Grand Home Inspection is a family-owned company providing expert home inspection services throughout West Michigan. As the primary main contact point for our clients, you will play a vital role in providing a top-notch experience for our customers.

At Grand Home Inspection, our certified professionals provide comprehensive and educational inspections to home-buyers so they can avoid expenses caused by hidden problems. Your priority will be to help home buyers and real estate professionals navigate the process of booking a home inspection. This includes advising on service options, scheduling and following-up after inspections are complete. You'll be asked to answer all incoming calls, texts and emails.

Additionally, you'll be asked to support our growing team with various administrative tasks. This includes supporting our sales team in building strong relationships with Grand Rapids and Metro Detroit area real estate agents.

This is a full-time position with the option to work remotely part-time. We have an office in Grand Rapids.

Primary Objectives

- Provide best-in-class, memorable customer service.
- Consistently anticipate the needs of our clients and partners and make the process of working with GHI seamless and enjoyable.
- Provide detailed information through written and verbal communication to clients, inspectors, and third party vendors regarding scheduling, cancellations, and schedule changes.
- 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 clients regarding additional services that are provided.

- Communicate as a team player within the organization regarding opportunities of improving service, value and product offerings.

Job Responsibilities

- Real-time scheduling support via phone, email, text and website
- Maintaining calendar and scheduling inspections, radon drops and pickups
- Assist home inspectors with minor issues: schedule changes, updates to add-on services, access issues.
- Follow up on unscheduled inspections/quotes daily
- Coordinate property access
- Send inspection credentials/certifications/insurance upon request
- Follow up with agents after each job for quality assurance and relationship building purposes
- Upsell add-on services and packages
- Inspection “check in” – confirm radon/mold tests in and reports sent; confirm all payments/agreements completed, confirm reports uploaded/sent, etc.

- Follow up on missing payments and signed agreements (weekly)
- Update/merge agent profiles in ISN
- Respond to Google and Facebook reviews (daily)
- Facebook & Instagram posts (daily)
- Handle initial clients complaints and start initial process for Client Concern Forms
- Track inspection capacity (daily)
- Maintain inspector schedules/calendars in ISN
- Assist with administrative functions
- Assist sales team with client retention activities
- Process documentation
- Support with events and presentations
- Order equipment and manage inventory

Core Strengths

- Be teachable/coachable
- Top notch time management skills; comfortable with managing your own independent schedule and making the most of your time
- The ability to prioritize tasks
- Strong organizational skills
- Integrity; a commitment to doing things the right way
- The ability to be driven and confident when communicating
- Service-based attitude
- Excellent written and verbal 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”

Compensation

Compensation is \$16 per hour with opportunities to advance based on performance and company growth.

Have we piqued your interest? Email lauren@grandhomeinspections.com with why you are the right candidate.