



Join Our Growing Home Inspection Team as Inspection Team Leader

If you have 4+ years of experience as a certified home inspector and are ready to use your skills to lead an outstanding team of qualified inspectors, this is a great opportunity for you.

Grand Home Inspection is a family-owned business and the #1 Google rated inspection team in West Michigan. We are based in Grand Rapids, well known throughout West Michigan and expanding throughout the state.

As **Inspection Team Lead**, you'll be responsible for overseeing a team of 4+ inspectors, which may also include trainees and ancillary service technicians. The lead inspector will serve as mentor and role model for their team by upholding the GHI values in all they do.

The Inspection Team Lead will spend ~80% of their time performing solo inspections according to our [Inspection Team SOP](#) and **The Grand Experience** standards. The other ~20% of time will be spent mentoring, managing and motivating the inspectors on their team. As Team Lead, you will also be involved in onboarding and training new inspectors as we grow. Opportunities for additional career advancement will also be made available in time.

We're experiencing significant growth, based on our thoughtful business philosophy and approach to service:

- **We offer 5-star service to all clients** and, in doing so, have become the #1 Google rated inspection team in West Michigan.
- **We seek to educate and empower home buyers** and their real estate agents to make informed, wise decisions. We tell the accurate story of a property in a calm, professional demeanor to gain the client's confidence and earn the repeat recommendation of our valued real estate agent partners.
- **We have a strong referral network** and a sales/marketing team dedicated to growing our business and keeping our inspection team busy.

Inspection Team Lead Requirements:

- **NACHI or ASHI certification**

- **4+ years of experience as a home inspector**
- **Eagerness to coach others:** We're looking for someone eager to turn their experience as an inspector into an opportunity to coach and craft the next generation of top notch inspectors.
- **A desire for personal and professional growth:** The right fit will be eager to receive ongoing training and coaching to develop themselves both as an individual and leader.
- **Outstanding interpersonal skills:** The ability to read people and respond with the appropriate communication is the number one qualification of a home inspector and leader. We believe that it is not the tools or services that set us apart, it's our team and the way they conduct themselves.
- **Outstanding written skills:** Our reports are intended to give our clients a thorough and clear assessment of the property. Inspectors need to be able to communicate their findings in writing.
- **Ability to focus and follow instruction:** Our team is required to follow specific standards of operating when performing a home inspection so as to minimize errors or distractions.
- **Ongoing curiosity:** A good inspector is curious about the intricacies of a home and is always looking to expand their knowledge base.
- **Physical fitness:** Our team is required to carry ladders and heavy equipment, climb onto roofs, crawl into small spaces and spend time in unfinished spaces that may be a range of temperatures depending on the season.
- Ability to work on a laptop and smartphone.
- Valid driver's license and clean record.
- High School Diploma or GED
- Eligible to work in the U.S.
- Must be willing to comply with no-smoking policy

What we can offer you:

- Support and flexibility as you seek to build your "Grand Life," i.e. your personal definition of an idea, fulfilling lifestyle.
- We will provide you with ongoing career advancement opportunities and training and will cover all associated costs.
- We value personal happiness and fulfillment, so we will look for opportunities to help you achieve your personal goals while offering perks and a fun atmosphere.
- A family-centric focus and inclusive company culture.

- A focus on work-life balance with flexibility and a focus on family.
- We provide uniforms, tools, equipment, software.
- We handle all marketing and administrative work so you can focus on leading the inspection team.
- An office environment or flexibility to work from home during “office” hours.

The management duties of an Inspection Team Lead are:

- Assist in the recruiting, interviewing and hiring of home inspector candidates.
- Oversee Apprentice Inspector training schedule and progress.
 - Onboard new inspectors.
 - Coordinate and/or perform classroom training for new inspectors.
 - Coordinate and/or perform in field training for new inspectors.
 - Mentor new inspectors through the training process.
 - Review and publish inspector trainee reports.
- Keep a close eye on the team schedule to ensure logistics are smooth and stay in close communication with the Client Care Team regarding scheduling needs and changes.
- Coordinate with any third-party vendors.
- Maintain quality assurance of the team under the following guidelines:
 - Proofread one inspection report per week for each inspector on the team.
 - Perform one “surprise” site visit and quality audit per inspector per month.
- Manage the team’s equipment inventory on a monthly basis and purchase gear as needed and according to the budget.
- Manage the team’s schedule, including but not limited to, on-call days and time off requests.
- Serve as back-up or overflow during busy times or if a member of the team is out unexpectedly.
- Assist team members with any technical questions. Create and maintain a living document for all team members with questions and answers for easy reference.
- Assist team members with any customer services issues and coach on handling difficult scenarios and/or conversations. Provide follow-up training for areas of need.
- Coordinate and execute continuing education or special training for the inspection team.

- Plan and host one Inspection team meal/meeting per month.
- First point of contact in responding to client concerns, including gathering facts from inspectors on the team and responding to the client.

Inspection Team Lead Compensation:

- Hourly rate of \$27+, based on experience, plus bonuses based on team goal achievement.
 - Total client call-back expenses are below 2% of the team's gross revenue at end of year.
 - The team receives 5-star reviews on 40%+ of inspections average per quarter.
- Percentage of the team's adjusted revenue relative to monthly goal i.e. 1% of adjusted revenue if we're 95% to 100% of monthly goal.

Interested in joining our team?

Email resume and/or work history to lauren@grandhomeinspection.

Please no phone calls.