

CHN HOUSING PARTNERS

Inspector III QC Housewarming

We are a growing non-profit organization based in Cleveland, Ohio that offers its employees a comprehensive benefits package, opportunities to grow within the organization, and the ability to improve the communities we serve.

CHN Housing Partners: CHN is a highly seasoned, nonprofit affordable housing developer, housing service provider and residential mortgage lender that works with its partners to solve major housing challenges for low-income people and under-served communities. Through our partnerships we have developed over 7,000 affordable homes, and each year serve over 60,000 families through a wide array of housing services.

We work in Ohio and neighboring states, including Michigan, to preserve and expand affordable housing, and build equitable communities. By investing in affordable housing, we are investing in families, communities, and the economy. We are investing in the power of the permanent address.

[Please click here to learn more about our Core Values and how they drive our mission and define who we are.](#)

CHN offers the following benefits to its employees: Medical (including dental and vision options), Vacation, Personal and Sick Leave; Paid Maternity/Paternity/Adoption Leave; Paid Holidays; Life Insurance; 401K Plan, and Tuition Reimbursement.

Position Summary:

The Inspector III QC Housewarming position is responsible for technical and file review of up to 20% of all Housewarming jobs and assist with collaboration of HWAP jobs.

This includes the evaluation of contractors, inspectors and client complaints with regard to technical ability ensuring all weatherization standards are met in each home and documented according to contractual standards. In addition, the individual must schedule Quality Control visits in a timely manner while providing excellent customer service.

The HW QC specialist is also responsible for coordination of trainings for inspectors, client education, assistance with HWAP final inspections as needed, knowledge of funder requirements including permit allowances, certifications and insurance. The HW QC provides support and vital information to Program Managers and Director.

A comprehensive list of essential duties and responsibilities can be found below.

The rate of pay for this position is \$60,000 - \$65,000 per year, commensurate with experience (FLSA Exempt).

Essential Duties & Responsibilities:

- All goals provided are to be met and reported regularly to ESD program managers and Director.
- Contact client, and inspector to schedule monitor visits (visits for Housewarming will include partner agencies outside of Cuyahoga County)
- Review of final paperwork prior to visit (for key items of observation).
- Perform required testing at time of monitor visit.
- Review client education with each post quality control inspection.
- Educate inspector and Program Manager of findings and advise as needed within 48 hours of visit.
- Complete a report with all findings and due date for corrections (submit a copy to Project Manager and inspector) within 48 hours of findings.
- Notify contractors of any “red flag” findings and educate as necessary immediately.

- Suggest and assist with scheduling of any trainings for inspectors with Program Manager (includes COAD sign up and lodging).
- Maintain close contact with training facilities and obtain all updates on courses provided.
- Assist with any necessary visits needed at time of contractor visits (special/ difficult cases).
- Maintain updated information with required HWAP codes and standards.
- Participate in assistance with HWAP production when necessary (QCI final inspections)
- Must be available to monitor client complaints within 48 hours of complaint/ 24 hours for Health and Safety issues.
- Acquire / maintain continued education (CEU, BPI) for certifications prior to expiration
- Troubleshoot and discuss all client complaints with Program Manager to ensure contract compliance
- 20% of all jobs will be reviewed and submitted at the end of each month to withstand contract compliance
- Attend staff meetings and provide accurate and updated reports to the CHN team.
- Communicate regularly to Program Managers and Director

Education and/or Work Experience Requirements:

Required:

Education:

- HS Diploma or equivalent

Experience:

- 5 or more years with a weatherization program and knowledgeable of leverage programs

Skills

- BPI Certified

- State QCI Certified
- WSOS certified
- Some computer skills
- Excellent customer service
- Good organizational and time management skills
- Detail- and goal-oriented

Other

- Travel required – for inspections, trainings/meetings required by funders
- Must have a valid driver's license and transportation for daily inspections and trainings when necessary

Working Conditions and/or Physical Requirements:

- Ability to perform essential job functions consistent with ADA, FMLA, and other standards.
- Regular and punctual attendance consistent with ADA, FMLA, and other standards.

Why Should You Apply?

- You want to be part of an organization where the work you do will have a positive and lasting difference in the community.
- Great benefits.
- Opportunities for on-the-job training and/or professional development.

M/F/V/D/EOE