



Wayne Metropolitan Community Action Agency

Green & Healthy Homes Job Description

Job Title: Weatherization Production Quality Assurance Manager

Department: Green and Healthy Homes

Supervisor: Weatherization Assistant Director

Site Location: Highland Park, MI

Position Summary

The Weatherization Production Quality Assurance Manager is responsible for leading the agency's production quality assurance and compliance functions for the Weatherization Assistance Program (WAP), Deferral, Home Repair and other applicable programs. This position oversees field quality assurance, technical monitoring, production compliance, contractor performance, and program evaluations to ensure services are delivered safely, efficiently, and in accordance with federal, state, funding source, and agency requirements. This position provides leadership, direction, coaching, and performance management to assigned staff while ensuring the consistent delivery of high-quality, compliant, and customer-focused services.

The Weatherization Production Quality Assurance Manager ensures that all work performed by contractors and agency staff complies with U.S. Department of Energy (DOE) Weatherization Assistance Program requirements, state weatherization policies, health and safety standards, funding source requirements, applicable building codes, and agency procedures.

Serving as the agency's technical leader for production quality assurance, this position provides technical guidance and support to staff and contractors, promotes continuous quality improvement, strengthens operational performance, and develops quality assurance processes that ensure the delivery of safe, effective, high-quality, and compliant services.

Essential Duties and Responsibilities

Leadership and Team Management

- Provide leadership, supervision, coaching, mentoring, and performance management for assigned employees.
- Plan, prioritize, assign, and monitor daily work activities; establish performance expectations; conduct performance evaluations; and promote employee development through training, cross-training, and professional growth opportunities.
- Foster a collaborative, accountable, and customer-focused work environment by conducting regular team meetings, communicating program updates and technical guidance, and addressing staffing, operational, and performance needs.
- Collaborate with program leadership on staffing, departmental goals, performance metrics, quality assurance initiatives, and continuous improvement efforts.

Quality Assurance and Monitoring

- Conduct in-progress, final, and Quality Control Inspections (QCI) for Weatherization, Deferral, and Home Repair projects to verify compliance with approved work scopes, program specifications, manufacturer requirements, building codes, and funding source requirements.
- Review completed work orders for quality, completeness, cost-effectiveness, and compliance; identify deficiencies, coordinate corrective actions, and ensure timely resolution.
- Monitor contractor performance through field reviews, inspections, and quality assurance activities, documenting findings, trends, recommendations, and corrective actions.

Technical Review and Compliance

- Review energy audits, work orders, client files, and project documentation to ensure compliance with DOE, state, utility, funding source, and agency requirements.

- Verify compliance with health and safety requirements, including combustion appliance zone (CAZ) testing, indoor air quality, lead-safe work practices, environmental regulations, and applicable BPI standards, ASHRAE guidance, and weatherization policies.
- Support state, federal, utility, and agency monitoring activities by preparing documentation, conducting file reviews, implementing corrective action plans, and maintaining the program's compliance framework.

Contractor Oversight

- Review contractor invoices, change orders, supporting documentation, and completed work to ensure accuracy, cost reasonableness, compliance, and consistency with approved project specifications.
- Monitor contractor performance, production schedules, contract compliance, and quality standards; participate in contractor meetings and recommend corrective actions when necessary.

Training and Technical Assistance

- Provide technical guidance, field support, and training to staff, contractors, and program partners on weatherization standards, building science, quality assurance, and health and safety requirements.
- Identify training needs, assist with onboarding, develop technical guidance and quality assurance procedures, and remain current on DOE Weatherization Program Notices (WPNs), state guidance, BPI standards, and industry best practices.

Reporting and Documentation

- Prepare and maintain inspection reports, monitoring reports, corrective action plans, technical findings, and other documentation required to support quality assurance, grant compliance, and reimbursement activities.
- Track quality assurance trends and performance metrics; provide recommendations for process improvements; and support monthly, quarterly, annual, and monitoring-related reporting.

Minimum Qualifications

Education and Experience

- Associate's degree in Construction Management, Building Science, Energy Management, Construction Technology, Environmental Studies, or a related field; or an equivalent combination of education, training, and relevant experience.
- Minimum of three (3) years of progressively responsible experience in the DOE Weatherization Assistance Program or a related residential energy efficiency program.
- Experience conducting weatherization inspections, energy audits, quality control inspections, contractor oversight, compliance monitoring, and reviewing work scopes, change orders, and invoices.
- Knowledge of residential building systems, building science, energy conservation measures, weatherization best practices, and state or federal monitoring processes.

Certifications

Required

- Building Performance Institute (BPI) Certifications: BPI Energy Auditor Certification is required.
- Valid driver's license with an insurable driving record.

Preferred

- Building Performance Institute (BPI) Certifications: BPI Quality Control Inspector (QCI) Certification is preferred.
- OSHA 10 or OSHA 30 Certification.
- EPA Lead Renovator (RRP) Certification.
- CPR/First Aid Certification.

Knowledge, Skills, and Abilities

- Thorough knowledge of DOE Weatherization Assistance Program regulations, building science, residential construction practices, diagnostic testing, and applicable technical standards.
- Ability to interpret program requirements, construction specifications, contracts, and funding requirements while identifying compliance risks and implementing effective solutions.
- Strong leadership, supervisory, analytical, organizational, communication, and problem-solving skills with the ability to mentor staff, prepare technical reports, and collaborate effectively with contractors, funding partners, and internal stakeholders.
- Proficiency in Microsoft Office, weatherization databases, inspection software, and related technology.
- Experience supporting monitoring reviews, corrective action plans, quality assurance initiatives, and continuous process improvement.

Physical Requirements and Work Environment

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Work is performed in both office and residential settings and requires frequent standing, walking, climbing stairs and ladders, bending, stooping, kneeling, crouching, crawling, reaching, and lifting or carrying materials and equipment weighing up to 50 pounds. The position requires conducting inspections and navigating residential properties, including occupied and vacant homes, basements, attics, crawlspaces, roofs, and other confined or limited-access areas, as well as traversing uneven terrain.

Employees are regularly exposed to varying weather conditions, outdoor elements, and diverse housing environments that may include dust, debris, mold, pests, allergens, excessive temperatures, limited accessibility, and other environmental or health and safety hazards commonly encountered during residential inspections. Frequent travel throughout the service area is required. Employees are expected to follow all agency safety protocols and utilize appropriate personal protective equipment (PPE) when required.

Travel Requirements

- Ability to travel to various sites.

- A clean driving record is required to meet agency requirements for operating an agency vehicle to complete work-related tasks.

Licensing and Other Requirements

- Valid driver's license and reliable transportation.

Work Hours

The work schedule is Monday – Friday, with specific hours (and occasional Saturdays) to be determined by department needs.

Other Duties

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Wayne Metropolitan Community Action Agency is an Equal Opportunity Employer

EOE/M/F/D/V

Employee Signature:

Date: