

SNAP is seeking a qualified individual for an Inspection Services Manager position to work in SNAPs Housing Services Core.

Interested applicants must submit a completed SNAP application, cover letter and resume.

OPEN UNTIL FILLED

Starting salary for this position is \$27.82-\$31.29 per hour DOE

Full salary range is \$27.82-\$44.54 per hour

Benefits include medical, dental, life, LTD, PTO and 403(b)

**Position Summary:** Provides leadership and cooperatively manages staff and operations associated with housing inspections for the weatherization program as well as related program activities in the Housing Services Department.

**Principle Duties and Responsibilities:**

1. Coordinates workflow activities and works with Technical Services Coordinator to ensure consistent, high quality and efficient production.
2. Selects, trains, supports, supervises, and evaluates the auditors, assessor, and materials manager. Establishes clear expectations for performance, supports employee development, and holds employees accountable for their work performance, processes, and results.
3. Ensures staff members have the appropriate training and tools to do their jobs correctly and safely. Provides onsite technical support to auditors and other staff.
4. Fosters a positive and productive working environment characterized by open communication, expectations of excellence, and adaptability to change.
5. Evaluates multi-family weatherization projects. Works with owners on potential scope of work and owner's financial contributions.
6. Reviews contract documents, establishes and maintains contracted work quality standards, monitors contracted work, and provides technical oversight. Periodically reviews and updates contractor manual and agreement. Provides oversight for determining contractor qualifications.
7. Provides oversight and support of bidding on contracted work.
8. Assists in ongoing budget review, program and revenue analysis and evaluation to ensure production goals are met.
9. Reviews and comments on proposed city, county, state and federal regulations and plans relating to Housing Services activities. Understands the policies and procedures of the Department of Commerce's Weatherization Program under which SNAP works.
10. Reviews project files to ensure completeness, accuracy, and consistency.
11. Facilitates customer service and public relations efforts including client calls for information and investigation into and resolution of complaints. Conducts program marketing activities as needed.
12. Knows, supports, and ensures understanding and compliance with Agency and the Department of Commerce's program policies and procedures, and regulations within which the Agency must work. Keeps staff informed of Agency and Commerce information, such as events, policy/procedure changes, etc., on a timely basis.
13. Assists with intents and affidavits, billings to Avista.
14. Supports Agency education, promotion, and fundraising efforts by participating in planning, promoting, and implementing events. Represents SNAP on appropriate community committees and boards, and with the media when authorized.
15. Works with coworkers and volunteers to promote a positive, respectful and productive working environment, while protecting client and co-worker confidentiality.
16. Within the context of the stated principle job duties, serves as an ambassador of SNAP's mission and values.

17. Completes assigned projects and performs related duties as needed or situation dictates.
18. Provides excellent customer service at all times as well as helps to grow the customer service culture within the agency.

## Qualifications

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### Requirements:

#### Education and Experience

- Required: Some combination of education and experience totaling four years' experience in all phases of residential construction planning and management such as preparing bid documents and awarding contracts. This experience must also include supervisory experience.
- Preferred: Bachelor's degree and two years of work experience in a related field such as nonprofit housing, program management and/or energy efficiency improvements.

#### Knowledge, Skills, and Abilities

- Ability to empathize with and advocate for low-income and vulnerable people, and to maintain confidentiality with personal information
- Excellent managerial skills, including planning, delegation, and assessment, time management, staff selection, supervision and evaluation, and conflict resolution
- Willing to learn single and multifamily weatherization and rehabilitation techniques, materials specifications and codes
- Strong oral and written communication skills, with emphasis on communicating information in a clear, timely manner
- Skills in monitoring, evaluation and improving current production levels and effectively addressing quality control issues
- Ability to read, interpret, and apply complex regulations and codes
- Knowledge of and ability to implement WISHA/OSHA safety regulations
- Exceptional interpersonal skills with emphasis on effectively promoting a team environment and working with a diverse population
- Ability to establish and maintain working relationships with local, state and federal agencies
- Proficient in computer operations including word processing, spreadsheets, and database; aptitude and ability to learn related technical skills
- Excellent organizational skills with ability to coordinate workflow for timely completion
- Ability to establish and maintain effective working relationships with community members and local, state, and federal private and public organizations