

**CLEVELAND HOUSING NETWORK, INC.**

**Water Program Quality Control Inspector**

**REPORTS TO:** Utility Services Project Manager

**POSITION SUMMARY:** The Water Program Quality Control (QC) Inspector will be responsible for the inspection, review and confirmation of all jobs related to Energy Services Department(ESD), Water Programs (North East Ohio Regional Sewer District, Cleveland Water Department and Water Pollution Control). The Water Program Quality Control Inspector will work directly with ESD approved contractors- provide work orders, approve additional costs, and meet with contractor(s) as needed. He/She will also be responsible for client complaints and emergency calls that require additional in-house review, determines causes of faults, perform various backflow and irregularities; testing, maintaining, calibrating and inspecting.

**RESPONSIBILITIES:**

- Inspect approved client residence for plumbing services within scope of contract requirements
- Create work orders to be submitted to Utilities Services Coordinator for contractor selection
- Meet with contractors on sight as necessary ( contractor request, management, QC)
- Final inspection- approve work completed; confirm with invoice and client survey
- Communicate daily with Project Manager and Utility Service Coordinator
- Attend weekly meeting with program staff and provide updates
- Investigate client complaints and emergency calls

**Qualifications;**

- Licensed plumber, versed in plumbing code
- OSHA
- Backflow prevention
- Proficient in basic plumbing troubleshooting techniques
- Able to maintain records and reports
- Critical and analytical thinking
- Experience working with diverse, low income and special needs population
- Knowledge of Hazmat procedures
- Basic computer skills- MS Outlook
- Must have reliable transportation and acceptable attendance record
- Embodies staff enthusiasm, team work, and professionalism
- Ability to give high level of Customer Service; good interpersonal and communication skills
- Ability to work independently; strong work ethic
- Organizes task and manages time effectively. Works to meet deadlines.

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to [sdurda@chnnet.com](mailto:sdurda@chnnet.com) or via mail to Cleveland Housing Network, 2999 Payne Avenue, Human Resources Cleveland, OH 44114

**M/F/V/D/EOE**