



**LA CASA DE ESPERANZA, INC.
JOB DESCRIPTION**

TITLE: Quality Assurance Officer

DEPARTMENT: WEATHERIZATION

BASIC FUNCTIONS: This position performs final inspections and reviews files to verify that work completed is in line with the energy audit.

REPORTS TO: Compliance & Quality Assurance Officer

FLSA: Non-Exempt

GENERAL DESCRIPTION:

This position conducts final inspections on units with corrected callbacks and on buildings with 4 or more units. The Quality Assurance Officer also reviews all files to verify that work completed was in line with the energy audit, and that the work was done correctly. This position will work very closely with Energy Auditors, crews and contractors to ensure that quality work is being completed. If a call-back is warranted, the Quality Assurance Officer will consult the audit packet for each job prior to assigning work to contractors. This position will also maintain documentation of job findings, and communicate with Energy Auditors, crews, contractors and management of findings from inspections. The Quality Assurance Officer accompanies representatives from DES on all Quality Assurance on-site inspections. This position will also conduct on-site in-progress inspections to monitor the performance of crews and contractors and verify that all work is performed follows safety standards set forth by OSHA and the State of Wisconsin.

Job Responsibilities:

- Conduct final inspections on units with corrected call-backs and on buildings with more than 4 units
- Review all files to verify that the work completed matches the scope of work set forth by the Energy Auditor
- Review all final inspections and determine if call-backs are required, if required, generate the call-back form for the contractor/La Casa crews.
- Complete and review the WX Electronic Workbook.
- Complete quality control checks on 5% of the units completed for the contract year.
- Maintain documentation of job findings
- Accompany DES on all QA On-site Inspections

- Provide feedback to La Casa Auditors, La Casa crews, Final Inspectors, and contractors of the findings from the inspections.
- If non-compliance issues are found, develop a corrective action plan and review with the appropriate individuals.
- Conduct on-site in-progress inspections of work performed by La Casa crews and contractors
- Verify that the quality of work and materials installed meets DES requirements
- Verify that all work is performed following OSHA Construction Practices, Lead Safe Weatherization Practices, and Asbestos O&M Practices
- Document with photos and in writing that all work was performed following OSHA Practices.
- Assist the Client Relations Liaison with complaints through on-sight inspections of the complaint
- Other duties as assigned by supervisor or President & CEO

Job Skills Requirements:

- In depth knowledge of State guidelines and DES requirements
- Extensive knowledge of home weatherization techniques and standards as provided by the Weatherization Manual
- In depth knowledge of the WX Energy Auditing requirements including NEAT and the WX Electronic Workbook.
- Knowledge of what is needed within client files to meet compliance and quality assurance standards set forth by the State
- Exceptional analytical, problem solving and organizational skills
- Ability to keep multiple projects moving and on target simultaneously
- Personal and interpersonal skills
- Exceptional communication skills (written, verbal)
- Computer skills including WISWAP, WHEAP and Microsoft Office
- Extremely detail oriented
- Valid WI Driver's License

Education Requirements:

- High school diploma, GED or equivalent experience required. Technical school or college degree is an asset

Desired Characteristics:

- Structural and procedural knowledge of residential and commercial construction
- Knowledge of home improvement methods and techniques
- Knowledge of different types of HVAC systems and installation processes
- Experience working with subcontractors
- WX Energy Auditing certification a plus
- Successful completion of Quality Control Inspector training a plus.

- Bilingual English-Spanish communication is an asset

PHYSICAL DEMANDS:

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

- Must be able to work in fast-paced environment
- Must be able to climb 15' ladder
- Must be able to crawl in attics, crawl spaces and other confined areas
- Must be able to climb and descend stairs
- Must be able to lift up to 40 pounds
- Must be able to sit, stand and walk for long periods of time.
- Must be able to work in varying outdoor climates
- Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The employee will have unsupervised access to children, both at the clients' homes and at the Weatherization Department office, which is located next to the Child Care area.
- The noise level in the work environment is usually quiet.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.