

Home Inspection Office Assistant (Remote Scheduling & Client Support)

Supports on a part-time basis the day-to-day operations for a residential home inspection company by coordinating schedules, communicating with clients/agents, and ensuring inspection reports and paperwork are completed and delivered accurately and on-time.

Position Summary

The Office Assistant is the first point of contact for many customers and real estate agents. This role manages inbound calls and emails, schedules & triages inspections scheduled online, prepares and sends pre-inspection communications, supports inspectors with administrative needs, and helps ensure a smooth, professional client experience from booking through report delivery.

Key Responsibilities

- Answer incoming calls, texts, and emails; provide accurate information about services, pricing, availability, and next steps.
- Schedule and confirm inspections.
- Collect required client/property details (address, year built, square footage, utilities status, home access, agent contact information) and enter them into the scheduling system.
- Coordinate with real estate agents, sellers, tenants, and homeowners to ensure access and readiness at the property.
- Assure all agreements are signed for next day inspections.
- Schedule radon and sewer inspections and enter all appointment requests in MLS Showing Time.
- Track and respond to post-inspection questions; route technical questions to inspectors and log follow-ups until resolved.
- Assist with social media posts and quarterly newsletters.
- Maintain confidentiality of client information and adhere to company standards, safety guidance, and local regulations.

Required Qualifications

- High school diploma or equivalent.
- 1+ year of customer service, administrative, scheduling/dispatch, or office support experience.
- Strong phone, email, and text communication skills with a calm, friendly, and professional tone.
- Experience with social media reels, stories and posts.
- Excellent attention to detail and ability to manage multiple priorities in a fast-paced environment.
- Ability to learn Spector inspection software/CRM quickly.
- Reliable internet/phone access (position is remote) and ability to meet responsiveness expectations during scheduled hours.

- Ability to multitask and stay calm in a busy work environment.
- Ability to handle confidential information with discretion.

Preferred Qualifications

- Experience in home inspection, real estate, property management, construction trades, or a similar service business helpful, but not essential.
- Familiarity with common home inspection report platforms (e.g., Spectora, HomeGauge, ISN) or willingness to learn.

Work Environment & Schedule

- Work is remote from home weekdays 8am-5pm.
- Position offers scheduling flexibility, with opportunities for additional hours on an as-needed basis to provide coverage when others have time off.
- Part-time job-share position - typically 2-3 days a week.

Compensation & Benefits

Pay: Hourly rate based upon experience

- Training and professional development
- Flexible schedule and remote work

How to Apply

Please submit your resume and a short note describing your relevant experience to the attention of Julie Wiemann, Office Manager: wiemannhomeinspection@gmail.com

