



INSPECTOR ONBOARDING PLAYBOOK™

Hiring Module

Handout



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Process Overview

- Recruiting
- Screening
- Interview
- Background Check
- Ride-a-along inspection
- Dinner Interview
- Offer Letter
- Onboarding
- Revenue Ready

What Makes A Great Inspector

Attributes

Attribute *n.* a quality or feature regarded as a characteristic or inherent part of someone or something.

Gainfully knowledgeable- Always serve to increase your skills through available education.

Reliable- Be consistent, be accurate; elevate your quality and performance as an inspector; able to be trusted.

Investigative- Be curious about the 'whys' behind the 'whats'. Why you are seeing what you are seeing.

Enthusiastic- Be excited to be inspecting; be passionate about your role as an inspector and as part of the team. Be optimistic about the future.

Apt- Be quick to understand and learn; be prepared, ready and willing to take on new challenges. Be adaptable to changing circumstances.

Tactful- Know how to say the right thing at the right time. Be conscious of your audience, who they are, their roles and how you are communicating to them.

Confident- Be confident and persistent. Accept challenges as an opportunity to grow and learn

Aware- Be aware of your surroundings. Understand how to look at things from a macro (big picture) perspective and micro (look at the details) perspective.

Safe- Be safe and ensure a safe environment exists for those you serve and your team.

Coachable- Be open, flexible and accepting to new ideas. Listen and learn from others who came before you!

Skills & Abilities

Skill *n.* ability to do something well

Ability *n.* talent, skill, or proficiency in a particular area

Focused on being healthy- able to do long days, good with heights and tight spaces

Good time management- know the 'where', 'when' & 'how' to complete a successful day's work.

Good technical knowledge- understanding how things work

Computer/software knowledge- capable of collecting information/data efficiently

Good communication skills- explain findings in an understandable manner

Good grammar- present findings professionally- written and spoken

Good perception- notice surroundings and impacts- actions and words

Team player- self-sufficient and a team player

HR Guidance

Interview Question Suggestions

While every company is different, these are smart questions to use during your interview process:

1. How did you learn of this position opening?
2. What do you know about <your company>? (external candidates only)
3. What interests you about the position opening?
4. What skills and abilities would you bring to this position?
5. Describe your educational background and any training or certifications you've received.
6. Please outline your previous work history starting with your most recent employment.
7. Please describe a typical day at your current or most recent job.
8. How would your supervisor describe your work ethic and performance? Co-Workers? (if applicable) Customers? Please describe an experience where you demonstrated your work ethic and performance.
9. Describe a situation when you experienced an upset customer or coworker. How did you handle it?
10. Describe the impact(s) you've made in your current position. Please provide an example.
11. What motivates you at work?
12. Describe the duties and responsibilities that would comprise your ideal job.
13. How do you keep yourself organized? Please give specific examples/methods/systems.
14. Describe how you work when deadlines exist. How do you handle multiple deadlines?
15. Tell me what you feel are the 3 most important skills to have to effectively deal with customers.
16. Describe your computer skills and any training you have had.
17. What are the hours/days you are available for work? Are you willing to work outside of your typical scheduled hours?
18. What short-term and long-term goals have you set for your career? How does <insert Company> align with your career goals?
19. Why do you think you would be a good match for this position?
20. Do you have any questions for me?

Interview Areas to Avoid

During an interview, what you don't ask can be as important as what you do ask. Below are areas to avoid:

Equal Employment Opportunity Commission (EEOC) guidelines, as well as federal and state laws, prohibit asking certain questions of a job applicant, either on the application form or during the interview. What questions should you sidestep? Basically, you can't ask about anything not directly related to the job, including:

- Age or date of birth (if interviewing a teenager, you can ask if he or she is 16 years old)
 - **Illegal Questions:**
 - How old are you?
 - When did you graduate from high school?
 - Are you planning on retiring soon?
 - **Legal Alternative:**
 - Are you at least 18 years old?
 - Where do you see yourself in five years?
- Sex, race, creed, color, religion or national origin
- Sex
 - **Illegal:**
 - What is your [sexual orientation](#)?
 - Are you transgender?
 - **Legal:**
 - [What are your pronouns?](#)
- Religion
 - **Illegal:**
 - Are you religious?
 - What religion do you practice?
 - Will you need to take time off for any religious observances?
 - **Legal:**
 - Will you be able to work nights and weekends depending on the demands of the role?
- Race
 - **Illegal:**

- What is your race?
 - What is your spouse's race?
 - **Legal:**
 - Do you have experience working with others of different backgrounds than yours? *If appropriate for the role; E.g. if it entails extensive community engagement or public service
- **Disabilities of any kind**
 - **Illegal:**
 - Do you have any disabilities?
 - How long have you been disabled?
 - Have you ever filed a workers' compensation claim?
 - **Legal:**
 - Will you be able to satisfy all of the requirements of the role?
 - This job requires some moderate to heavy lifting. Will you be able to do that?
- **Date and type of military discharge**
- **Marital status**
 - **Illegal:**
 - Have you ever been divorced?
 - How many children do you have? How old are they? Who will care for them while you are at work?
 - Will you take [maternity leave](#) while working here?
 - **Legal:**
 - Are you open to relocating?
 - Will you be able to work long hours and weekends?
- **Maiden name (for female applicants)**
- **Residence**
 - **Illegal:**
 - Do you own or rent your home?
 - What part of town are you from?
 - **Legal:**
 - Will you be able to work from the office/field as required?
- **If a person is a citizen; however, you can ask if he or she has the legal right to work in the United States**
 - **Illegal:**
 - Where are you from?
 - Are you a citizen?
 - Is English your first language?

- **Legal:**
 - Are you authorized to work in the country?
 - How many languages do you speak?
- Financial
 - **Illegal:**
 - Do you have any loans?
 - Are you going through any economic hardship?
 - **Legal:**
 - What are your [salary expectations](#) for this position?

Other questions you should avoid include:

- Have you ever been treated by a psychologist or psychiatrist?
- Have you ever been treated for drug addiction or alcoholism?
- Have you ever been arrested? (You may, however, ask if the person has been convicted if it is accompanied by a statement saying that a conviction will not necessarily disqualify an applicant for employment.)
 - **Illegal:**
 - Have you ever been accused of a crime?
 - Have you ever spent time in jail or prison?
 - **Legal:**
 - Have you ever been convicted of a crime more serious than a traffic violation?
 - Will you be able to legally fulfill all of the demands of the role?
- How many days were you sick last year?
- Have you ever filed for worker's compensation? Have you ever been injured on the job?

In doubt whether a question (or comment) is offensive or not? Play it safe and zip your lip. In today's lawsuit-happy environment, an offhand comment can cost you plenty.

The [U.S. Equal Employment Opportunity Commission](#) further outlines these categories and details the specific laws and regulations that employers are expected to abide by.

Values Drive Culture

Dinner Interview - Sample Email Invite

Example of a more cultural fit/work dynamic social interview:

NOTES: Below is the email sent to candidates before our dinner interview

So we are looking to schedule your follow-up interview/dinner. This process is unique to our company, so I thought I would take a moment to give you an idea what to expect. Our owner has found having dinner with a potential employee and their significant other to be fruitful for everyone. It provides an opportunity for the spouse/significant other to get an understanding of expectations and culture of the organization and participate in the interview process. Many spouses have contributed very insightful questions that have solidified their understanding of what will be expected. Our CEO likes to ask personal questions to get to know you, also such as, what you do for fun, and where have you traveled if you have.

Please come prepared to ask questions of any sort i.e. how is the CEO's family, what does he see in the future for his family and company. Feel comfortable to ask questions regarding vacation, sick, health insurance, work schedule, pay etc. In turn, please prepare to be asked questions that most likely you have never heard before. Our CEO is a believer in character first and foremost, then technical ability. He believes through mentorship and training anyone can become an excellent inspector but, without integrity, honesty and likeminded solid core values a working partnership is doomed for divorce.

Please print this out and answer them and bring them with you for conversation during dinner. You may be asked to discuss one or more or none.

What are your strengths, and how do you use them to your advantage?

What are your weaknesses and what are you doing to improve?

Describe what kind of person others would say you are and why?

When you disagree with someone, what do you typically do? Do you have an example?

What things do you feel really happy or sad about and why?



Do you usually know when you have said or done something that has offended someone? How do you know?

Can you give me an example of a situation where you considered the needs of others, possibly to your own detriment?

When you are in a social situation with people you don't know, what do you typically do?

Can you give me an example of a situation in which you were very angry and what you did in that situation?

What do your short-term and long-term goals look like?