



JOB DESCRIPTION

Position:	Housing Quality Standards (HQS) Inspector
Supervisor:	Director
Status:	Non-Exempt
Overall Responsibility:	Performs inspections of housing units for the Housing Choice Voucher (HCV) Program in accordance with federal, state, and local building codes; and U.S. Department of Housing and Urban Development (HUD) Housing Quality Standards (HQS) requirements, including identification of potential lead hazards. May also include a range of activities related to providing customer service to HCV participants, HCV owners, and other stakeholders.

Duties & Responsibilities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Performs initial and annual inspections of housing units for the Housing Choice Voucher Program in accordance with federal, state, and local building codes; and U.S. Department of Housing and Urban Development (HUD) Housing Quality Standards (HQS) requirements, including identification of potential lead hazards.
- Performs re-inspections of previously failed units and follows up on complaints to ensure compliance with building codes and Housing Quality Standards.
- Completes inspection checklists and documents HQS violations using required software.
- Files inspection reports and accompanying documents in the electronic file management system.
- Process all transactions into SharePoint and PHA business system
- Receive and respond accurately and professionally, to customer inquiries/concerns received via telephone, email or office visit.
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Obtain certification in Housing Choice Voucher Specialist within 120 days of employment
- Ensure regular attendance and punctuality
- Perform other duties as assigned

Responsibility for Relationships

Internal: Provide excellent customer service through high levels of proactive communication, quality work, and integrity to co-workers, management and corporate personnel.

External: Provide excellent customer service through high levels of proactive communication, quality work, and integrity to program participants, owners, prospective participants and owners, and contracted partners.

Supervisor Authority

None

Supervision Provided

Operates under the direct general supervision of a Supervisor or Director.

Knowledge and Skills Required

Excellent interpersonal skills. Moderate to excellent computer ability. Must have current driver's license and be available to drive during all working hours. Have dependable transportation and maintain adequate automobile liability insurance on vehicle used to perform job. Knowledge of the general operations and procedures of a Public Housing Agency (PHA) and of local, state, and federal regulations governing subsidized housing programs is a big plus. Proven proficiency of modern equipment including cell phones, tablets, scanners, printers, computers, GPS or other hand-held devices. Able to prepare and present ideas in a clear and concise manner, both orally and in written form. Establish, maintain and promote effective working relationships with departmental employees, co-workers, vendors, consultants, contractors and landlords/tenants; display ability to effectively communicate with people from a broad range of socio-economic backgrounds. Ability to work productively in a variety of working conditions and environments.

Education and Experience Required

High School Diploma; Education equivalent to a two-year degree from a regionally accredited institution in Public Administration, Social Science or a closely related field preferred; Alternatively, a minimum of two years of progressively responsible work experience for a public agency, or related work in the social service, community service, and/or community service.