



Position Description

**JOB TITLE: HOUSING QUALITY STANDARDS (HQS) INSPECTOR
(Salary range: \$37,000-\$49,500 annual)**

REPORTS TO: HCV SUPERVISOR

DEPT. /DIVISION: RESIDENT SERVICES/HOUSING CHOICE VOUCHER

FLSA STATUS: EXEMPT

POSITION SUMMARY:

Under the supervision of the HCV Supervisor, this employee performs Housing Quality Standards (HQS) Inspection within the guidelines of HUD regulations and HAFC policies.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Conducts Housing Choice Voucher HQS Inspections and may assist with inspections for the Public Housing units.
2. Performs initial, annual, and special inspections on all HAFC HCV rental housing units located throughout North and South Fulton County inclusive of Hapeville, Riverdale and, College Park.
3. Performs re-inspections on all inspections that fail in accordance with the HAFC procedures.
4. Performs special inspections as requested by landlords, tenants, or HCV staff.
5. Participates in the orientation meetings for property owners.
6. Assist with the collection of information to maintain current utility allowances for the HCV program.
7. Maintains computer results of inspection.
8. Enters inspection data into the computer system.
9. Maintains statistical data to illustrate the compliance with all relevant data pertaining to SEMAP.
10. Assist with performing quality control inspections for other inspectors.
11. Performs other assigned duties

QUALIFICATIONS:

Experience in construction, rehabilitation, building maintenance, or inspection experience is required. Education or training may substitute for experience.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Certificated HQS Inspector through a professional housing organization.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of building construction methods, maintenance practices, inspection procedures, and HUD Housing Quality Standards. Working knowledge of State and local housing and building code requirements. General knowledge of the appropriate building construction terminology. Ability to use computers, telephones, copiers, etc.

SPECIAL REQUIREMENTS:

1. Possession of valid State of Georgia driver's license.
2. Ability to be covered under the Housing Authority's fidelity bond.
3. Ability to be insured by Agency's vehicle insurance carrier.
4. Working conditions require that person be mobile enough to drive within the boundaries of Fulton County, sit, stand, and walk up and down stairs (3-5 miles per day) and throughout buildings to access property for completion of inspections. Be able to lift a minimum of 40lbs.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive.

Computer, fax, copier, telephone, and other standard business office equipment.

ACKNOWLEDGEMENT:

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Print Name

Signature

Date

Position Title: Housing Quality Standards (HQS) Inspector

CORE COMPETENCIES AND QUALIFICATIONS

To perform this job successfully, an individual should demonstrate the following competencies:

Commitment: Sets high standards of performance; pursues aggressive and realistic goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen
- Maintains positive "can-do" attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems, even when originating in other areas
- Consistently demonstrates effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Continuously improves own performance standards and results
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally and politely
- Anticipates what customer wants, and works to provide it
- Initiates action/response to customer complaint/inquiry
- Responds in a timely, effective manner, even if just following-up
- Considers every customer interaction as important
- Always delivers on customer commitments; measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that services delivered address the customer's needs

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively. This skill is characterized by the following types of behaviors:

- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed
- Clearly and concisely expresses ideas and concepts orally and in writing
- Listens openly and non-judgmentally
- Expresses disagreement tactfully and sensitively
- Summarizes input, then checks for understanding
- Listens without interrupting
- Uses correct grammar, spelling and punctuation

- Ensures information is accurate

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behaviors:

- Will not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem
- Reacts quickly and positively to customer and co-worker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills - To perform this job successfully, an individual should have knowledge of word processing software MS Word and knowledge of Tenmast software for designated area of responsibility.

ACKNOWLEDGEMENT:

This acknowledgement serves as my understanding of core competencies and requirements for this position. My signature below signifies that I have reviewed and understand the contents of expected competencies and behaviors for this position to which I will be held accountable for.

Employee Printed Name

Employee Signature

Date