

**Position Description**

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

REPORTS TO: HOUSING CHOICE VOUCHER SUPERVISOR

DEPT. /DIVISION: RESIDENT SERVICES/HOUSING CHOICE VOUCHER

FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:

Under the supervision of the Housing Choice Voucher (HCV) Supervisor, this position is responsible for scheduling all types of Housing Quality Standards (HQS) inspections for the HCV Program and any other Special programs according to requirements under the Code of Federal Regulations (CFR) 982. This position will perform data entry of inspection results, mail inspection-related notices, reschedule inspections, as well as other clerical duties. This employee will also perform Housing Quality Standards (HQS) inspections within the guidelines of HUD regulations and HAFC policies on an as-needed basis.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Schedules all Housing Quality Standards inspections to include annual, new move-in, and special inspections.
2. Mails out all inspection related correspondence to include appointments, no show, and abatement notices.
3. Communicates via telephone with tenants and landlords regarding the status of inspections.
4. Performs data entry of inspection results into HUD 52580 and prepares inspection booklet for tenant files.
5. Pre-screens units for rent reasonableness determination designated software and forwards results to inspectors for approval or disapproval.
6. Assigns and schedules new move-in inspections to inspectors upon receipt of approved RTA.

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, set, stand, and walk up and down stairs and throughout buildings to access property for completion of inspections.

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.

Name

Signature

Date

Position Title: Inspections Scheduling Specialist/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