

POSITION DESCRIPTION

JOB TITLE: HQS and NSPIRE INSPECTOR (TEMP-TO-PERM)
\$20.00 - \$24.00 PER HOUR

REPORTS TO: HCV MANAGER

DEPT. /DIVISION: HOUSING CHOICE VOUCHER

FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:

Under the supervision of the HCV Manager, this position conducts Housing Quality Standards (HQS) and National Standards for the Physical Inspection of Real Estate (NSPIRE) inspections in accordance with HUD regulations and HAFC policies. The Housing Inspector ensures that all assisted housing units comply with applicable federal, state, and local quality standards. This role plays a critical part in the effective administration of the Housing Choice Voucher (HCV) program by promoting safe, sanitary, and habitable housing conditions for program participants.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Conduct Housing Choice Voucher HQS and NSPIRE inspections and may assist with inspections for Public housing.
2. Performs initial, annual and special inspections on all the HAFC HCV rental housing units located throughout Fulton County.
3. Perform re-inspections on all inspections that fail in accordance with HUD regulations and HAFC procedures.
4. Perform special inspections as requested by landlords, tenants, or HCV staff.
5. Participates in orientation meetings for property owners.
6. Assist with the collection of information to maintain current utility allowances for the HCV program.
7. Assist with performing quality control inspections for other inspectors.
8. Schedules all Housing Quality Standards inspections to include annual, new move-in, and special inspections. Prepares directions to residential units (i.e. Mapquest, Google Maps, etc.) for inspectors.

9. Mails out all inspection related correspondence to include appointments, no show, and abatement, notices.
10. Communicates via telephone with tenants and landlords regarding inquiring regarding status of inspections.
11. Performs data entry of inspection results into HUD 52580 in the software system and prepares inspection booklet for tenant files.
12. Assigns and schedules new move-in inspections upon receipt of approved RTA.
13. Tracks all inspections to ensure timeframe for completion and deadlines are met.
14. Prepare monthly reports of all inspection activities.
15. Perform assigned tasks related to inspections and forward relative information to the appropriate HCV Specialists as pertains to move-in briefings.
16. Perform other duties as assigned to support the overall success of the housing inspection program.

QUALIFICATIONS:

Graduation from an accredited high school or possession of a GED, supplemented by college-level coursework, and a minimum of one (1) year of relevant experience in the public or private sector. Experience in construction, rehabilitation, building maintenance, or housing inspections is preferred. An equivalent combination of education, training, and experience may be considered in lieu of the stated requirements.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must be able to attain certification within 3 months of hire

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.

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 condition require that a 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.

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. I also understand and acknowledge that my employment with the Housing Authority of Fulton County is at-will, which means that either I or the company may terminate the employment relationship at any time, with or without cause or notice, in accordance with the laws of the State of Georgia. My signature below signifies that I have reviewed and understand the contents of my position description

Print Name

Signature

Date

Position Title: Inspections Scheduling Coordinator

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 spreadsheet software Excel, 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