
Job Description

Job Title: Inspections Supervisor
JD#: HCV4
Department: Housing Choice Voucher (HCV) Program
Reports To: Inspections Manager
FLSA Status: Exempt
Approved Date: 2021

JOB SUMMARY

Responsible for supervising the activities of the inspection staff, scheduling and performing daily Housing Quality Standard (HQS) Inspections required by the Housing Authority and the Code of Federal Regulations that govern the HCV Program, Project Base Voucher Program, Special Programs, and the Federal Lead Based Paint Regulations. Ensures compliance of all units with the Code of Federal Regulations and Administrative Plan.

ESSENTIAL FUNCTIONS

Essential Duties and Responsibilities

The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.

1. Supervises the daily activities of the Inspection Staff and provides training to ensure completion of inspection production goals, closely evaluates inspection timelines, monitors the number of inspections necessary to pass units, and monitors quality control systems to facilitate inspections integrity.
2. Conducts inspections of housing units prior to occupancy and lease approval, annual inspections, and special/compliant inspections and re-inspections as needed.
3. Ensures properties meet federal and local housing quality standards required for eligibility in the Section 8 program and inspects all assigned properties for compliance with local building codes that have been added and approved for inclusion by HUD. Works with and consults with County Code Enforcement and Zoning Departments to ensure compliance with applicable standards.
4. Identifies the need of any repair(s) and/or HQS deficiencies and clearly indicates the nature of the problem(s)/deficiencies on a standardized inspection form or electronic tablet.

5. Performs quality control inspections on all inspectors, utilizing established methodology to meet/exceed SEMAP and HUD guidelines.
6. Enforces Lead-Based Paint Regulations by making visual assessment for deteriorated paint violations during initial, annual, and special/complaint inspections assuring clearance examinations are have been achieved when required.
7. Determines unit type, bedroom size and resolves HQS inspection violation disputes with both property owners and tenants.
8. Assesses damages, evaluates housing inspection information to determine validity of owners' claims for property damage, determines who is responsible for correction, and establishes deadlines for completion of work.
9. Properly informs participants, property owners/managers and supervisors of inspection results and clearly relays any deficiencies found for corrective action in a timely manner.
10. Resolves HQS issues (*e.g.*, technical questions, procedural questions, inspection-related inquiries, etc.) with inspection staff. Ensures all inspections are scheduled and performed in a timely manner (*e.g.*, client complaint, annual recertification, move-in, move-out, etc.) to ensure compliance with SEMAP requirements.
11. Accurately enters/updates information in applicable software and advises appropriate parties of results and any repairs needed in writing to ensure action is taken to comply with HQS; advises owners/landlords of HQS deficiencies in units detected by inspections
12. Documents efforts to bring properties into compliance and assigns/conducts follow up inspections to ensure work is completed.
13. Demonstrates continuous efforts to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality, seamless customer service.
14. Completes inspection reports and related documentation in an accurate and timely manner.
15. Review, approve and submit inspector's mileage logs.
16. Perform evaluations for all inspectors as required.
17. Handles documents on a variety of general, personal, and technical topics of a highly confidential nature and maintains the confidentiality of all such documents and information received by or in possession of the employee.
18. Assists the Inspection Manager with various assigned tasks and/or projects as required.

SUPERVISORY RESPONSIBILITIES

The Inspection Supervisor receives instructions from the Inspection Manager. The employee is generally free to develop methods, priorities, and/or objectives and make modifications within boundaries set by the supervisor. Normally, the employee makes independent decisions pertaining to situations not covered by specific guidelines, but the supervisor is consulted in serious or unusual circumstances. The employee's work is regularly reviewed for progress, compliance with procedures, completion, and achievement of goals.

The Inspection Supervisor gives assignments to HCV Inspectors, specifying priorities, deadlines, and objectives. Assignments to staff will include what is to be done, deadlines, quality, quantity, and priority. The employee recommends hiring and discharge of employees. Provides daily oversight of staff, trains, evaluates performance, implements disciplinary action and/or recommends discharge of employees if necessary.

QUALIFICATIONS AND COMPETENCIES

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive 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.

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.

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.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks

developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Competencies

1. Thorough knowledge of federal, state, and local laws, rules and regulations pertaining to HCVP and Authority policies and procedures on leased housing and HUD Housing Quality Standards (HQS) and inspection procedures.
2. Thorough knowledge of: general architectural, engineering, construction, real estate and inspections techniques, principles and procedures applicable to all types of residential structures including foundations, framing, plumbing, HVAC, interiors, and insulation; federal, state and local laws, rules and regulations pertaining to Housing Authority policies and procedures on Housing Quality Standards.
3. Working knowledge of the principles, practices, and techniques of HCVP housing management; private rental market, client rights and city code standards.
4. Thorough knowledge of business English, and general office practices and procedures; building maintenance and construction methods, and materials and the operation of appropriate peripherals, hardware, and software packages.
5. Ability to manage time efficiently and is detail oriented.
6. Skilled in strong leadership skills to provide motivation and direction to staff.
7. Ability to adapt to changes in the work environment.
8. Ability to maintain confidentiality.
9. Ability to prioritize and organize workloads, multitask, adapts quickly to change, and deliver under the pressure of deadlines.
10. Skilled in effective communication both verbal and written.

11. Ability to prepare concise and accurate reports.
12. Ability to solve practical problems and deal with a variety of variables in situations, making rational and appropriate decisions.
13. Must maintain punctuality and attendance as scheduled.

EDUCATION AND EXPERIENCE

High school diploma or GED equivalency, plus three (3) years' hands-on, progressively responsible experience in public or private inspector/general construction at the journeyman level. Experience related to Housing Quality Standards preferred. Familiar with the Kansas City metropolitan area. Considerable knowledge of the various components of a house/building, materials, methods, and practices used in building construction and of the stages of construction when possible defects and violations may be most easily observed and corrected. Valid driver's license and use their own personal insurable vehicle to perform inspections.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Housing Quality Standards (HQS)
- Lead-Based Paint
- Lead-Based Paint

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with occasional travel to inspection sites. The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Office environment. The noise level in the work environment is moderate. Work indoors involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated. During outdoor work, the employee is subjected to various weather and temperature extremes as well as occasional exposure to fumes, odors, dusts, mists, smoke, and gasses. The employee may occasionally be required to personal protective equipment.

CONTACTS

The employee's personal contacts are mostly with other employees, tenants, landlords, maintenance personnel, contractors, property managers, leasing agents, etc. Contact serves multiple purposes including, determining compliance with HQS, giving, or exchanging information, resolving problems, providing services, motivating, influencing, interrogating, justifying, defending, negotiating, and making decisions.

OTHER REQUIREMENTS

1. Must possess a valid driver's license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Housing Authority of Kansas City, Missouri is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of Kansas City, Missouri is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE