



3822 Summit Street  
Kansas City, MO 64111  
(816) 968-4100 (P) ■ (816) 968-4110 (F)  
[www.hakc.org](http://www.hakc.org)

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## Job Description

**Job Title:** Inspections Coordinator  
**JD#:** HCV11  
**Department:** Housing Choice Voucher (HCV) Program  
**Reports To:** Inspections Supervisor  
**FLSA Status:** Non-Exempt  
**Approved Date:** 2021

### JOB SUMMARY

Performs administrative and Inspector duties to assist the Inspections Supervisor in accomplishing the administrative functions of department. Performs other administrative and inspection responsibilities as required.

### 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. Coordinate the scheduling of initial inspections in accordance with the HUD Federal Regulations in addition to scheduling Special inspections based on their urgency.
2. Run a daily unscheduled inspection report for initial HSQ inspections to track and determine the status of request for initial inspections.
3. Make contact with property owners/managers via email or phone to confirm the dates of initial/ special inspections.
4. Assist with resolving owner/ issues involving the scheduling of initial/complaint inspections when necessary.
5. Create and schedule complaint inspections.
6. Knowledge of HQS inspections policies and procedures in order to assist with conducting HQS inspection when needed.



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7. Assist with covering scheduled HQS Inspections in the event of an HCV Inspector absence.
8. Monitor Status of Inspections conducted. Schedule follow-up inspections as needed.
9. Follow up on failed inspections, put units in abatement and payments on hold when appropriate.
10. Monitor Abatement unit tracking spreadsheet. When units pass, abatement is removed, and payments are released. When units fail 2<sup>nd</sup> inspection, tenants referred to Housing Navigator to receive new RFTA/Voucher.
11. Ability to obtain HQS Inspector Certification within 12 months of employment with HAKC.
12. Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

The employee receives assignments and instructions from the Inspections Supervisor. Course of action, deadlines, and priorities may be established by procedure, the supervisor, or the employee, depending on the assignment. The employee initiates routine activities without supervisory direction. Problems or situations not covered by instructions are normally referred to the supervisor for resolution. The employee's work is reviewed for accuracy, completion, and compliance with policies and procedures. The employee has no supervisory responsibilities.

### **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.



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**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 on 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.

### **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. Working knowledge of the principles, practices, and techniques of HCVP housing management; private rental market, client rights and city code standards.
3. Thorough knowledge of generally accepted business principles, practices, and techniques.
4. Thorough knowledge of general office procedures and practices, including business English, grammar, and math.
5. Must be able to establish and maintain effective working relationships with co-workers, residents, vendors, and other people outside the Authority.



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6. Knowledge of MS Office Suite, PDF Complete and Elite software.
7. Ability to work in a fast-paced office environment.
8. Ability to analyze and revise operating practices to improve efficiency.
9. Demonstrate good time management skills and ability to prioritize tasks as needed.
10. Ability to handle high volumes of data entry.
11. Ability to be detail oriented, organized, and have good public communication skills.
12. Must maintain punctuality and attendance as scheduled.

#### **EDUCATION AND EXPERIENCE**

High school diploma/GED. A minimum of one (1) year experience working in an office environment. Must be able to type 40 WPM and be proficient with computers and office equipment.

#### **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.*

Ability to perform Housing Inspections in inclement weather.

Work is performed primarily in an office environment with occasional travel to meetings. 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 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.



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## CONTACTS

Most of the employee's contacts are with Authority employees, tenants, and landlords. The purpose of the contacts is to give or exchange information, provide services, make decisions, negotiate, and resolve problems. Most contacts are structured or confidential in nature and the employee is expected to use normal tact and courtesy.

At times, contacts may be skeptical, uncooperative, unreceptive, hostile, or willing to express different viewpoints and objectives.

## OTHER REQUIREMENTS

1. Must be available for occasional overnight travel for training.
2. Must pass employment drug screening and criminal background check.
3. 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



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supersedes earlier versions.

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**EMPLOYEE SIGNATURE**

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**DATE**

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**SUPERVISOR SIGNATURE**

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**DATE**