
Job Description

Job Title: HCV Inspector
JD#: HCV8
Department: Housing Choice Voucher (HCV) Program
Reports To: Inspections Supervisor
FLSA Status: Non-Exempt
Approved Date: 2021

JOB SUMMARY

Responsible for scheduling and performing daily Housing Quality Standard (HQS) Inspections for the Section 8 HCV Program 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. Completes all required paperwork and ensures that all units are in compliance with the Code of Federal Regulations and the Authority 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. Coordinates, manages, and schedules HQS inspections as assigned.
2. Conducts inspections of housing units prior to occupancy and lease approval (initial inspections); annual inspections, and special/compliant inspections and re-inspections to determine compliance with Housing Authority policy and procedures, and the Code of Federal Regulations that govern the HCV Program.
3. Performs, documents, records, and uploads into appropriate system initial, interim, move-out, special, or recertification inspections of units for compliance with HQS and City Code. Advises owners/landlords and program participants of inspection results, ensures required repairs are completed, and encourages proper maintenance of units. Prepares all inspection-related correspondence, documents, and reports in a timely and accurate manner.
4. Identify 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. Presents HQS information at applicant, tenant, and moving briefings.

6. Enforce Lead-Based Paint Regulations (e.g. to make visual assessment for deteriorated paint violations during initial, annual, and special/complaint inspections; assuring clearance examinations are have been achieved when required; meeting requirements for children under age six).
7. Determine unit type, bedroom size and utility services for inspections performed.
8. Properly informs participants, property owners/managers of inspection result and clearly relays any deficiencies found for corrective action in a timely manner.
9. Assists with landlord meetings to attract new and maintain current landlords. Ensures the program is landlord-friendly without sacrificing duty to participants and to HUD.
10. Makes home visits as scheduled or as required.
11. Photographs all housekeeping inspections to document conditions at time of inspection.
12. Reports to the Inspections Supervisor all violations that occur that may be life threatening and/or not in compliance with preset standards.
13. Informs the Inspections Supervisor of situations and/or conditions of participants' non-compliance with housing assistance contract and Housing Authority policies.
14. Notifies owners and program participants in writing of unit code/HQS violations so that deficiencies can be corrected within specified time; notifies participants of trash or debris that needs their attention; and notifies participants when employees or contractors will need access to their units.
15. Recommends code-compliant solutions for rehabilitation/repair problems.
16. Assists in mediating disputes between landlords and participants.
17. Recommends abatement, detainment, and termination of HCV Program housing assistance payment contracts and supports the Inspections Supervisor in the preparation of termination of assistance. Sends letter of abatement notice to owner/tenant within specified time period.
18. Performs, documents, and logs participant-complaints.
19. Advises parties of results and ensures actions are taken to comply with HQS.
20. Assists in mediation between contractor and client to resolve differences of opinion and provides building code interpretations and applications as required.
21. Completes and maintains various forms, documents, and reports in an accurate and timely manner. Handles documents on a variety of general, personal, and technical topics of a highly confidential nature and maintains the confidentiality of all documents and information received by or in the possession of the employee.

22. Participates in job and certification training; attends continuing education classes for certifications and to stay abreast of current codes, regulations, and laws governing area of responsibility.
23. May greet the general public and explains the HQS/HUD rules and regulations.

SUPERVISORY RESPONSIBILITIES

The HCV Inspector receives assignments and instructions from the Inspections Supervisor. Work to be done is usually determined by existing procedures or may be specified by the supervisor. The employee performs routine tasks with minimal or no supervision and must have excellent problem-solving abilities. Unusual situations not covered by instructions or procedures are referred to the supervisor for resolution. The employee's finished work is reviewed regularly for thoroughness, accuracy, completeness, and compliance with inspection requirements through housing quality control inspection samplings and periodic rental market samplings. 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.

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.

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. Must be able to express oneself clearly and concisely, both orally and in writing.
6. Must be able to establish and maintain effective working relationships with other employees, owners/landlords, participant, and other business contacts; and deal effectively with situations requiring tact and diplomacy, yet firmness.
7. Knowledge of computer applications including Microsoft Suite.
8. Ability to familiarize themselves with the metropolitan Kansas City area.
9. Ability to obtain HQS and Lead-Based Paint certification within one year of employment or when funding permits.
10. Physical ability to use and climb a ladder; lift to 10lbs.

11. Knowledge of various components of a house/building; building materials and methods; practices used in building construction and stages of construction when possible defects and violations may be most easily observed and corrected.
12. Must maintain the confidentiality of the Authority's operations.
13. Ability to inspect and determine necessary repair for units to meet City Code and HQS.
14. Ability to detect defects and faults in construction and to assess compliance with established standards.
15. Ability to work effectively with all types of people and to maintain composure under pressure.
16. Ability to use math with speed and accuracy and prepare clear and concise narrative and statistical reports and maintain accurate records.
17. Skilled in organization, problem-solving, decision making and be detail oriented.
18. Skilled in effective verbal and written communication.
19. Must maintain punctuality and attendance as scheduled.

EDUCATION AND EXPERIENCE

High school diploma/GED with a minimum of one (1) year experience in public or private inspector/general construction experience at the journeyman level. 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:

- Rent Calculation
- Housing Quality Standards (HQS)

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 both in an office environment as well as indoor and outdoor environments that involves some exposure to a variety of environmental conditions including fumes, odors, dust, heat, etc. The incumbent frequently walks, stands, climbs, stoops, bends, kneels, reaches, and lifts items. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate. Work involves the normal risks or discomfort associated with an office environment and visits to outdoor developments, sites, dwellings, or facilities, confrontations with clients, and negotiations with housing owners, landlords, managers, and agents. Required site visits may involve exposure to adverse weather and road conditions.

Work requires travel throughout the area, performing fieldwork in inclement weather. Position is often required to inspect unsanitary dwellings.

CONTACTS

The employee's contacts are primarily with coworkers, managers, housing owners, landlords, tenants, and vendors. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of such contacts is to provide information, guidance, and assistance in maintaining dwellings that are decent, safe, sanitary, and affordable. At times, new landlords and tenants may be skeptical and willing to express different viewpoints.

OTHER REQUIREMENTS

1. Must possess a valid driver's license.
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

SUPERVISOR SIGNATURE

DATE