



Position Description

Title: Inspector
Supervisor: Supervisor of Section 8
FLSA Status: Hourly
Department: Section 8 Program

Position Summary

Under the supervision of the Director of Section 8, is responsible to inspect private market housing units selected for participation in the Housing Choice Voucher Program (Section 8); inspects units for compliance with all building and construction codes, City regulations; records and reports all deficiencies including any health and safety issues. Duties include the following:

Essential Duties and Responsibilities

The below statement is intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Follows established office procedures, Housing Authority policies and the daily operations for the Housing Choice Voucher Program.
- Knowledge of proper conduct in dealing with the public and telephone etiquette.
- Ability to maintain client and applicant data confidential at all times.
- Responsible to adhere to applicable state and federal program regulations.
- Inspects private market housing units selected for participation in the Section 8 programs; inspects units for compliance with all building and construction codes, City regulations, and with building plans.
- Establishes professional relationships with Landlords and/or their designees.
- Explains nature of EHA program, procedures and services to landlords and clients.
- Responds to landlord inquiries and/or concerns about inquiries regarding the Section 8 Program.
- Assesses the physical condition of the sites, building systems and exteriors, common areas and dwelling units; records and reports all deficiencies including any health and safety issues; notifies landlords of conditions of property with a detailed list of inspection failures.
- Maintains inspection records, associated filing systems and enters data into computer system.
- Collects and summarizes data and generates periodic reports.
- Performs clerical duties, including data entry, preparing and processing various documents, and maintaining files.
- Updates and maintains client database.
- Coordinates and schedules meetings and appointments as requested.
- Supports the relationship between EHA and the general public by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and EHA staff.
- Maintains current knowledge of public relations principles and practices.
- Assists in the enforcement of risk control measures to prevent losses, minimize accidents and promote a safe, positive and productive workplace.
- Makes recommendations to the Director of Section 8 regarding program process changes and/or process implementation.
- Performs other related duties as assigned and/or required.

Behavioral Competencies

This position requires the following behavioral competencies:

Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: understands all PHA employees have external and/or internal customers that they provide services and information to; honors all of the Authority's commitments to customers and residents by providing helpful, courteous and knowledgeable customer service.

Interpersonal Skills: Focuses on solving conflict, not blaming; maintains confidentiality; listens to others; establishes rapport when working with others.

Teamwork: Cooperates with others to accomplish common goals; works with employees within and across his/her department; treats others with respect and maintains a friendly demeanor; values the contributions of others.

Result Focus: Consistently delivers required agency results; sets and achieves quality standards and meets all deadlines; maintains focus on Agency goals.

Accountability: Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency to maintain the public's trust.

Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Knowledge and Skills

This position requires the following behavioral competencies:

- Ability to work with the highest degree of confidentiality.
- Good knowledge of HUD regulations, city, state, and contracting policies, procedures and practices.
- Knowledge of general office procedures and practices, business English and math.
- Skill in operating computer equipment and general office machines.
- Knowledgeable in Microsoft Excel, Word, Outlook including Adobe Acrobat software, capable of using internet resources for research and developing reports.
- Ability to learn other computer software programs as required for assigned tasks.
- Knowledge of residential and multi-family building codes, maintenance and health standards, and HUD Housing Quality Standards (HQS) inspection procedures.
- Ability to learn, adapt and complete certification training in HUD's proposed Uniform Physical Conditions Standards - V (UPCS-V) inspection procedures, which is to replace HQS inspections in the near future.
- Knowledge of Federal, state and local building, zoning, housing and safety laws, rules ordinances, codes and regulations.
- Ability to maintain a high-level of accuracy in work production and to follow instructions.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to work with a wide variety of people with different economic and social backgrounds.

- Ability to establish and maintain effective and courteous relationships with employees and other business contacts.
- Ability to coordinate several concurrent activities simultaneously.
- Ability to prioritize assigned tasks and organize workload for efficiency.
- Strong interpersonal skills.
- Must regularly participate in continuous improvement and education, which may require traveling in and out of State.
- Ability to communicate bilingually is required, English and Spanish.
- Bondable.
- Employee must possess a valid Texas driver's license or acquire one within the first 30 days of employment.
- Eligible for coverage under the Authority's fleet auto insurance.

Education and/or Experience

High school education or GED. Minimum of two (2) years' experience in residential and multi-family building maintenance or an equivalent combination of experience and education.

- Certification in HQS required.
- Required to obtain Certification in HUD's proposed Uniform Physical Conditions Standards - V (UPCS-V) inspection procedures, which is to replace HQS inspections.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

Cross-Training

While employed with EHA, staff will be exposed to cross training. Cross training allows EHA to increase our resources and efficiency by:

- Helping employees acquire and enhance skills, knowledge and abilities.
- Improving understanding of the different parts of departments and eventually of the organization as a whole.
- Leading to better coordination and teamwork.

Staff needs to have the ability and the willingness to be cross-trained in different positions within EHA. This on-the-job cross-training, allows the Agency to also provide staffing flexibility when an employee is absent for a planned vacation, emergency or after a position is vacated.