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Position Title: Inspection Coordinator

Immediate Supervisor: Inspection Senior Coordinator

Personnel Supervised: This is not a supervisory position.

Hourly Rate Range & Hours: \$13.00 - \$15.50/ 35 hrs/week

General Purpose:

The Inspection Coordinator schedules dwelling unit inspections, processes reports of completed inspections and assists staff, client and property owners to support the efficient operation of the HQS inspection program. Provide clerical support to Inspection Senior Coordinator and Leased Housing Department.

Essential Functions:

- Schedules initial, annual and all special inspections for dwelling units leased or proposed for lease under the housing voucher program. Insures that each assigned inspector has a full and manageable inspection schedule every day.
- Reviews completed inspection reports for accuracy and completeness. Obtains information required to correct or complete each report in time to complete processing within the required time frame.
- Processes reports of completed inspections mailing information on the results of the inspection to each property owner within 24 hours of the inspection.
- Accurately enters inspection data in program software including annual inspection dates, subsidies withheld and contracts to be terminated. Is accountable for the accuracy of electronic records of HQS inspections.
- Maintains accurate and complete files on completed inspections, daily assignments, inspector notes, photographic records and communications with property owners and clients.
- Schedules and maintains a record of quality control inspections conducted by inspection supervisors.
- Generates reports on HQS inspections.
- Maintains confidentiality of participant files and internal agency information.
- Provides prompt, informative and courteous customer service to property owners and clients responding to inquiries and requests. Uses initiative to identify instances when owners, clients and staff should be alerted to developments.
- Completes other tasks and office duties as assigned.



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- Will be called on occasionally to cover when the Senior Coordinator is on vacation or otherwise out of the office.

Interactions:

The Inspection Coordinator has daily telephone interaction with owners of residential properties and families assisted through the housing voucher program. The Inspection works closely with the Housing Inspectors and with the Inspections Supervisor.

Qualifications:

- Candidate must have high school diploma and either a grade point average or a work history with good references to document ability to produce accurate work on a timely basis.
- Experience with electronic data entry and demonstrated facility with standard computer programs including Word and Excel.
- Ability to communicate clearly orally and in writing.
- Customer service skills including ability to display professional courtesy and an effort to assist in the resolution of program related questions.
- Candidate must acquire a thorough knowledge and understanding of HS procedures and develop a facility in the use of its Tracker software. The position also requires knowledge of the state and federal regulations governing scheduling and completing unit inspections and enforcing HUD's Housing Quality Standards.
- Excellent typing skills
- Obtain Nan McKay HQS Certification or equivalent within one year of employment.

Performance Standards:

- Data entry for inspection reports is completed within one business day of the time it is delivered to the HS office.
- Data accurately is entered into the Trackers system.
- Inquiries from property owners and program participants are answered within no more than 24 hours.

To apply for this position, please send your resume and cover letter to:
jnickerson@housingsolutionssema.org