

POSITION DESCRIPTION

Position Title: Inspector
Department: Rental Assistance
Reports to: Inspection Supervisor

General Purpose:

The Housing Inspector performs diverse functions including inspecting dwelling units leased or proposed for leasing under the housing voucher program to determine whether the unit complies with HUD's Housing Quality Standards (HQS). The Housing Inspector categorizes housing conditions that violate HQS as either life threatening or routine and communicates deadlines and specifications for required repairs to property owners. The Housing Inspector must possess reliable transportation that is available every day to travel throughout the southern Massachusetts region where NHS operates. In addition to these functions, the Housing Inspector provides support and training to other members of the Inspections staff and conducts quality control unit inspection

Essential Functions:

- Conducts initial, annual and special inspections of dwelling units as scheduled by NHS, reviewing interior unit conditions as well as conditions of building systems, building exterior, common areas and neighborhood. Records findings accurately on the appropriate form and delivers completed reports to the office the following morning to permit inspection clerks to record inspection results in agency software and mail the request for repair to property owners.
- Clarifies specifications of required repairs for property owners. Communicates clearly orally and in writing with property owners and program participants.
- Re- inspects properties to confirm that properties have completed required repairs within the allotted time.
- Makes appropriate judgments to approve or deny extension of time for completion of repair and provides complete and accurate documentation of the reasons for the extension decision.
- Records findings when a property owner has failed to complete repairs within the allotted time and submits report requiring NHS to suspend payments to the owner until HQS violations have been removed.
- Identifies violations of HQS caused by the assisted tenant, records and reports information required to document the condition.
- Makes judgments as to the quality of each unit inspected, assigning each a rating. Reports appropriately those units rated as marginal or unacceptable.
- Uses digital camera to record findings as required.

- Provides professional customer service to property owners and program participants. Responds promptly to phone calls, emails, faxes and letters.
- Reports instances of suspected program abuse or fraud and child neglect or abuse as observed when on duty.
- Serves as a mentor to other Housing Inspectors. Helps other Inspectors understand the appropriate application of HQS requirements and advises them in efficient and effective approaches to standard procedures. Provides training in HQS requirements and NHS procedures
- Conducts quality control inspections.
- Maintains confidentiality of program participant files and internal agency information.

Interaction:

The Senior Housing Inspector has significant daily interaction with owners of residential properties and with low-income families subsidized through the housing voucher program. This position requires regular work with other Housing Inspectors.

Qualifications:

- Candidate must have high school diploma and a minimum of two years as an HQS inspector with documented evidence of outstanding performance in that position.
- Candidate must have significant knowledge of residential structures and the requirements of HUD's Housing Quality Standards.
- The Housing Inspector must have a driver's license and a reliable vehicle that is available every day for travel to assisted units.
- The Housing Inspector must have strong oral and written communication skills including the ability to clearly explain housing condition standards and program procedures to other staff, property owners and clients.
- Obtain Nan McKay Advanced HQS Certification or equivalent within one year of employment.
- Comfortable with the use of PPE while conducting inspections in occupied units.

Performance Standards:

- All assigned inspections are completed on time based on established procedures
- Each inspection conducted correctly identifies all HQS violations as documented by quality control or audit inspections.
- Inspection reports are filled in accurately and completely.

To apply:

Please send resume and cover letter to:

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