



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Housing Inspector
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 7/26/2019
CLOSING DATE: Until Filled
FLSA CLASS: Non-Exempt
SALARY RANGE: PAY Grade G17
\$33,905 - \$41,699 (Annually)
\$16.30 - \$20.05 (Hourly)

[Click Here to Apply](#)

SUMMARY

Reporting to the Inspections Manager, the Housing Inspector is responsible for a wide range of inspection duties in support of the Housing Choice Voucher Program operations. This position performs initial, annual, complaint/emergency, homeownership and quality control inspections. The employee's work is reviewed periodically for accuracy, completion, and compliance with policies and procedures. Employee does not have direct supervisory responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are 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.

- Performs and documents initial, annual, and special inspections of units in the Voucher programs for compliance with the Housing Quality Standards (HQS) and/or Uniform Physical Condition Standards-Voucher (UPCS-V). Performs re-inspections when needed. Advises owners and residents of inspection results and encourages all parties to maintain units properly.
- The employee must be able to work independently in an accurate and timely manner without close supervision.
- Confirms unit is the size noted on the contract and which utilities are provided by the owner and tenant.
- Knowledge of the function and scope of fair market rents and the principles and practices of determining and documenting rent reasonableness.
- Notifies owner and resident in writing of specific HQS or UPCS-V violations so deficiencies can be corrected within the time specified by HUD and HANO rules.
- Investigates and documents owner and resident inspections complaints. Refers information to the Housing Specialist.

- Sets up inspection appointments, sends written notices to residents and owners on upcoming inspections and reschedules as necessary.
- Determines whether the owner, resident, or both are responsible for units failing HQS or UPCS-V, based upon observable evidence, experience and HUD regulations and documents abatement of HAP or termination of housing assistance as appropriate.
- Practices good customer service skills and professional courtesy in the performance of duties.
- Informs supervisor and housing specialist of situations resulting in owners' or residents' noncompliance with HAP contract, lease or HANO policies.
- Performs clerical duties associated with inspections such as typing, computer data entry, copying, preparing correspondence, and maintaining files for all types of inspections.
- Utilizes agency issued electronic equipment to complete inspection reports.
- Assists Housing Specialist in obtaining signatures on leases and contracts.

Quality Control Inspections

- Performs HQS or UPCS-V Quality Control (QC) re-inspections no later than 3 months after inspection.
- Draws sample of QC inspections as required by HUD rules.
- Inspects work of all inspectors except self.
- Reviews and evaluates HQS or UPCS-V inspection reports for compliance with regulations and HANO procedures.
- Prepares monthly reports on QC inspection results and keeps detailed records for HANO and HUD use.
- Assists tenants with inspections complaints.
- Documents disputes of HQS findings between owners, tenants and HANO.
- Discusses results of QC inspections with inspectors and supervisor.
- Performs other duties as assigned.

Housing Authority of New Orleans

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

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: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

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.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

- Comprehensive and demonstrable knowledge of HUD HQS, inspection procedures and Housing Authority Section 8 policies and procedures.
- Knowledge of laws, regulations and policies governing Housing Authority's Voucher programs.
- Basic knowledge of real estate principles.
- Knowledge of basic housing and building codes required for the program.
- Successful completion of HUD HQS or UPCS-V training within one year of employment.
- Understanding of basic research techniques.
- Ability to communicate orally and in writing, with customers, clients and the public.
- Ability to plan and prioritize duties.
- Ability to establish and maintain effective working relationships with residents and landlords as well as other employees.
- Objectively interpret and consistently apply regulations in accordance with department policies.
- Bi-lingual in Spanish desired but not required.
- Bondability.
- Valid LA Driver's license.
- Eligibility for coverage under HANO's fleet auto insurance.
- Responsible for upkeep of assigned agency issued vehicle including preventive maintenance and cleaning and brake tag inspection, etc.

Housing Authority of New Orleans

Education and/or Experience

High school diploma or equivalent is required. Two to three years of experience in positions involving housing or building codes, housing inspections, Section 8, assisted property management or local government housing work. Degree in a related field is preferred. An equivalent combination of education and experience may be considered.

Technical Skills

To perform this job successfully, an individual should have the ability to use computer software such as MS Word, Excel, Outlook, and agency issued mobile devices. Must be capable of using internet resources for research and developing advanced reports. Ability to learn other computer software programs as required by assigned tasks.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions 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's work involves some sedentary office work, combined with physical exertion, and driving around Greater New Orleans to conduct physical inspection of buildings and housing units. This can include climbing stairs and ladders, walking across roofs, crawling into attics and basements, and examining plumbing, heating electrical and cooling systems, facilities and equipment. This work involves the normal risks and discomforts associated with an office, as well as, visits to inspect the interior and exterior of rental facilities. Travel to sites is required which may involve adverse weather and traffic. In addition, the work performed may include excessive walking, standing, bending, and carrying of items such as books, binders, files, electronic devices and documents. The employee must occasionally lift and/or move up to 25 pounds.

EEO POLICY STATEMENT

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, religion, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.

