



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Inspections Manager
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 8/21/2019
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
SALARY RANGE: PAY Grade G30
\$63,933 - \$78,630 (Annually)
\$30.74 - \$37.80 (Hourly)

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SUMMARY

Reporting to the Deputy Director, Housing Choice Voucher Program (HCVP), the Inspections Manager is a mid-level management position responsible for planning, directing, managing, and overseeing the operations of the Housing Quality Standards (HQS) Inspections of the HCV Program. The position is responsible for ensuring that HQS Inspections are completed efficiently, timely, thoroughly and accurately. The Inspections Manager is also responsible for developing, implementing and managing all inspections related procedures and practices to ensure employees are complying with federal regulations, state laws and internal policies. Fosters a culture of client focus and regulatory compliance through training, education, audits and other monitoring processes, and expands knowledge base of program requirements across HANO. This position manages the Inspectors and Inspections support staff. The Inspection Manager must be familiar with standard concepts, practices and procedures with HQS and Uniform Physical Condition Standards-Voucher (UPCS-V).

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.

- Manages the Inspectors and Inspections support staff, provides coaching, training, and other performance management.
- Ensures 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). Ensure all inspections are performed in a timely manner and in accordance with HUD's and HANO requirements; including the standards under the Section Eight Management Assessment Program (SEMAP).
- Assesses internal program systems to ensure effective processes.
- Ensures timely dissemination of necessary correspondence to owners and residents; 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.

- Review of Rent reasonableness determinations for all move-ins and rent increase requests.
- Owner/landlord and participant complaints are investigated and resolved in a fair and timely manner.
- Assess internal program systems to ensure effective processes.
- Ensures the inspection-tracking database is accurate and up-to-date.
- Analyzes quality control inspections and makes proactive adjustments to procedures/policies based on trends.
- Reviews and analyzes monthly Request For Tenancy Approval (RFTA) tracking reports to ensure efficiency and effectiveness.
- Manages relationship performance of contracted inspection firms; reviews and approves invoices for completeness.
- Analyzes and assists in resolving Housing Quality Standards (HQS) and/or Uniform Physical Condition Standards-Voucher (UPCS-V) compliance issues, PIC issues and SEMAP errors.
- Provides training and informational updates to contractors, if applicable, to advise of changes in federal regulations, Administrative Plan and/or city and state building codes.
- Provides leadership and gives directives to the Inspections staff; ensures that established departmental objectives are consistently met.
- Knowledge of the function and scope of fair market rents and the principles and practices of determining and documenting rent reasonableness.
- Practices good customer service skills and professional courtesy in the performance of duties.
- Utilize agency issued electronic equipment to complete inspection reports.

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.

BEHAVIORAL COMPETENCIES

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

Leadership: Provides direction to people and/or projects by clearly and effectively setting course of action for the department, staff, and tasks; manages the planning, execution, and achievement of department goals by providing regular communication to staff and stakeholders.

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; and persists despite obstacles and opposition.

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, and recognizes working colleagues as customers.

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

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; and listens effectively.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

Teamwork: Balances team and individual responsibilities; contributes to building a positive team spirit; puts success of team above own interests; exhibits objectivity and openness to others' views; gives and welcomes feedback; attends, supports, and participates in all team building exercises and events.

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.

Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

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.

Education and/or Experience

Bachelor's Degree from an accredited college or university in Business Administration, Public Administration, Urban Affairs, City Planning, Urban Planning or a related field. Four (4) to Six (6) years of progressively responsible administrative experience in HQS Inspections, public housing, Section 8, tax credit housing, assisted apartment management, or local government housing work (e.g. code enforcement, planning, community development) to include at least three (3) years of management experience.

License and Certifications:

- Housing Quality Standards Inspector Certification required within one (1) year of employment.
- Housing Choice Voucher Manager Certification within one (1) year of employment.
- Knowledge of Lead Based Paint Assessments.
- Louisiana driver's license at the time of hire and insurable by HANO's liability and fleet insurance carrier.
- Must have the ability to earn certifications as required by assigned tasks.

Technical Skills *Housing Authority of New Orleans*

To perform this job successfully, the employee should have:

- Perform multifaceted work requiring a deep understanding of HUD rules and requirements relative to Voucher program eligibility, income, rent, inspections and contract procedures.
- Must be able to handle complex interpersonal situations involving conflicts between assisted tenants and landlords with skill and professionalism.
- Above average knowledge in general office practices and the ability to utilize a variety of computer software programs such as the MS Office Suite, Housing and Finance databases to perform day to day job functions.
- Capable of using internet resources for research and developing advanced reports.
- Ability to learn other computer software programs as required by assigned tasks.
- Grasp of principles and practices of housing inspections to conduct Quality Control and field inspections.
- Awareness of residential rental market conditions in the city of New Orleans.

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 is regularly required to sit, stand, and walk. While the work is primarily sedentary when in the office, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee will occasionally work in the field, driving throughout the greater New Orleans area, when conducting inspections in occupied and unoccupied single and multi-family residences and buildings. 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. Subject to environmental elements and may have exposure to outdoor elements including various and adverse weather and traffic conditions. 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, 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.

