

POSITION DESCRIPTION
Inspection Support Specialist

Title: Inspection Support Specialist #403	Exemption Status: Non-Exempt	Date Created: April 2018	Date Revised:
EEO Classification:	Grade: XX	Reports to:	NCCI

Position Summary
Responsible supporting a team of inspectors for administration of the approximately 7,000 vouchers for Housing Choice Voucher program for St. Louis County and for approximately 400 public housing units
Primary Interactions
Primary interactions will be with the Inspectors, Caseworkers, Clients, Landlords, and government employees.
Supervisory, Budget Responsibilities
No supervisory responsibilities
Policy and Decision-Making Authority, Strategic Thinking
This position participates in developing and maintaining best practices and compliance with housing law and regulations.
Access to Confidential Information
This person will see confidential information therefore this person must be discrete.
Governance and Compliance Responsibilities, Organizational Risk
This position will be responsible for ensuring client information is in compliance with appropriate regulations. Knowledge of federal, state, and local law and regulations are critical.
Essential Tasks and Responsibilities
Manage inspection workflow. Assisting landlords meeting the requirements of the inspection process. Maintain physical and electronic filing systems. Projects a customer service attitude to landlords. Maintain a high degree of accuracy with mathematical calculations.
Secondary Responsibilities
Follow prescribed procedures for assisting clients and landlords meeting the requirements in the rent up and recertification processes. Maintain physical and electronic filing systems. Projects a customer service attitude to clients. Maintain a high degree of accuracy with mathematical calculations.
Education/Experience Requirements
Bachelors Degree, experience in administration of rental properties and HUD compliance reporting.
Skills and Attributes Required for Success
Demonstrated problem solving; adaptability, interpersonal and communication, both verbal and written, skills; capable of thinking strategically; ability to work with diverse internal and external customer and solid understanding of housing best practices, housing law, budgets, internal controls and compliance. Have a solid understanding of the Enterprise system database. Can do mathematical calculations with a low error rate. Must be an intermediate user of Excel and Word. Must be knowledge about storing data on a network. Ability to work longer hours during busy seasons. Be efficient.

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The essential elements of the job are described in the position description; other tasks will be assigned as needed and appropriate.*

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Physical Demands
Must be able to lift a 30lb box.
Working Conditions
This job includes desk duties, (primarily seated), and visits to sites and to public meetings.
Environmental Factors
(there are times of year where workload is extensive.)
Disclaimer: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of responsibilities, duties and skills required.

Employee Signature and Date (optional)

Manager Signature and Date

HR Signature and Date

CEO Signature and Date

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Selected sample of duties detail

- Prepare mathematical calculations
- File electronic inspection files
- Maintain electronic filing systems
- Field inquiries from landlords
- Respond to landlords via e-mail or phone for urgent or unusual matters
- Navigates enterprise database
- Runs reports, creates or edits forms and memoranda as requested by Manager of Inspections
- Receives and prepares replies to correspondence requiring information on policies, rules and regulations, programs and procedures.
- Processes the necessary letters and forms related to all landlord requested tenant damages for Mod Rehab program.
- Answers phones and directs incoming calls to the appropriate people.
- Performs other duties as assigned by supervisor.
- Open and distribute mail.
- Request and properly log necessary lead inspections.
- Verify tenant utility service.
- Complete unit file purging
- Projects completed accurately and in a timely fashion.
- Anticipates departmental needs and problem solves in advance.
- Interjects new creative ways of completing or simplifying daily task
- Employee reveals a high degree of professionalism, cooperation, and consistent courtesy towards others.
- Follows instructions related to agency policies, rules and use of departmental forms
- Easily adapts to changes in the workplace, requirements, schedules and priorities
- Personal appearance is professional, has proper attire and grooming which is appropriate for the work environment
- Arrives on time ready to begin work.
- Requests scheduled leave with proper advance notice. (All scheduled leave must be approved by supervisor prior to taking leave
- Keeps individual occurrences of unscheduled leave at a minimum
- Practices safe work habits and encourages others do the same