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## Summary

Job Title  
Housing Quality Standard (HQS) Inspector

Department  
Properties

### **General Statement of Duties**

Under the general direction of the Supervisor, the Housing Quality Standard (HQS) Inspector is responsible for conducting and completing HQS inspections for rental units utilized by Community Rebuilders' programs. This project candidate will have the flexibility to respond to inspection requests on an as needed basis. The position requires some physical activity and requires mobility due to the varying work sites.

### **Classification Summary**

Part time / On-Call, Non-Exempt

The HQS Inspector generally is on call to work between the hours of 8:30 a.m. until 4:30 p.m. Monday through Friday.

The principal function of an employee in this position is to coordinate and perform a variety of technical and skilled tasks to assess the quality of rental units within Kent County. Considerable leeway is granted for the exercise of independent judgment and initiative. The principal duties of the HQS Inspector are performed in rental units within the Kent County Community under the guidance of 24 CFR 982.401 - Housing Quality Standards and the policies and standards of Community Rebuilders.

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## Key Responsibilities

RESULTS

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**Inspection Responsibilities** 50%

- Prepares/conducts initial, annual, and special HQS inspections by examining the external and internal conditions of dwellings under the assisted housing programs including the operability of the associated heating, electrical, and plumbing systems and the like to determine livability and conformance with housing quality standards and other applicable regulations
- Manages Lead Based Paint compliance and monitoring
- Ensures required repairs and/or modifications are completed in a timely manner according to a specified deadline, in an effort to avoid termination of assistance or contract termination and abatement
- Performs follow-up inspections to determine completion of repairs indicated on previous inspection and makes recommendations to supervisor for appropriate follow-up action when necessary
- Participates in move-out inspections, when required, to document condition of unit, operational systems, and appliances, in order to determine tenant caused damages vs. fair wear and tear. Identify repairs needed for re-occupancy and estimates the cost of repairs to the dwelling
- Conducts Initial, Annual, Special or Complaint Inspections to ensure Housing Quality Standard compliance
- Is on call for emergency inspections
- Back-fills for Director of Facilities and Properties as needed

**Record Keeping and Organizational Responsibilities** 50%

- Manages and schedules inspections
- Responds to inquiries of landlords and other stakeholders by providing general information about Community Rebuilders and its programs
- Ensures timely completion of required forms or reports
- Updates and monitors inspection tracking system
- Provides landlord training and information concerning HQS
- Approves and monitors weather deferments
- Receives and responds to phone inquiries
- Assist as requested by Director of Facilities and Properties to participate in the resolution of resident related conflicts between resident and landlord and recommends recourse for claims made against landlord
- Researches resident files as needed to verify information regarding utilities, appliances, or other pertinent information
- Other duties as assigned

**Total** **100%**  
**CORE VALUES**

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**Respecting Human Dignity/Decision Making** 7%

- Demonstrates fairness and impartiality
- Listens appropriately when customers describe their needs
- Asks appropriate questions when determining customer needs
- Meets consumers where they are recognizing their strengths and natural supports

**Integrity and Honesty** 7%

- Exhibits good decision making skills
- Able to admit mistakes and learn from them
- Exhibits honesty and integrity

<b>Specific Competency</b>	<b>7%</b>
<ul style="list-style-type: none"> <li>Sets and monitors goals in line with organizational objectives</li> <li>Provides customer service that meets customer needs</li> <li>Includes appropriate personnel and resources when making decisions</li> <li>Effectively establishes budgets / functions within budget constraints</li> </ul>	
<b>Service and Confidentiality</b>	<b>7%</b>
<ul style="list-style-type: none"> <li>Makes appropriate resources available and makes them accessible</li> <li>Works cooperatively and maintains good relations with others</li> <li>Able to share valuable information about the community and our program and services</li> <li>Demonstrates ability to respect and maintain customer confidentiality</li> </ul>	
<b>Accountability</b>	<b>6%</b>
<ul style="list-style-type: none"> <li>Honors commitments</li> <li>Able to admit mistakes and learn from them</li> <li>Accepts responsibility for actions</li> <li>Accepts responsibility for mistakes</li> </ul>	
<b>Building on Strengths/Flexibility</b>	<b>6%</b>
<ul style="list-style-type: none"> <li>Adapts well to change</li> <li>Adapts behavior or work methods in response to new information or obstacles</li> <li>Skilled at negotiations to find mutually acceptable solutions</li> <li>Recognizes and utilizes the strengths of co-workers and consumers</li> </ul>	
<b>Attention to Details</b>	<b>6%</b>
<ul style="list-style-type: none"> <li>Demonstrates accuracy and attention to details</li> <li>Completes assignments on-time and in alignment with specifications/directions</li> <li>Looks for ways to improve and promote quality</li> </ul>	
<b>Interpersonal Skills</b>	<b>6%</b>
<ul style="list-style-type: none"> <li>Exhibits good listening skills</li> <li>Demonstrates fairness and impartiality</li> <li>Demonstrates a positive attitude</li> <li>Develops and maintains effective relationships with others</li> </ul>	
<b>Proficiency</b>	<b>6%</b>
<ul style="list-style-type: none"> <li>Completes assignments on-time and in alignment with specifications/directions</li> <li>Uses appropriate procedures to complete assigned tasks</li> <li>Sets and monitors goals in line with organizational objectives</li> </ul>	
<b>Creative Thinking/Initiative</b>	<b>6%</b>
<ul style="list-style-type: none"> <li>Thinks out of the box</li> <li>Looks for new solutions to old or recurring problems</li> <li>Proactively improves work processes and techniques</li> <li>Proactively shares ideas and suggestions</li> <li>Seeks opportunities for self development</li> </ul>	
<b>Communication</b>	<b>6%</b>
<ul style="list-style-type: none"> <li>Communicates clearly (verbal and written)</li> <li>Responds to customer requests in a timely manner</li> <li>Seeks to clarify unclear or vague instructions</li> <li>Verbal communication is appropriate and acceptable</li> <li>Written communication is appropriate and acceptable</li> </ul>	

<b>Self-Management</b>	<b>6%</b>
Requires minimal supervision	
Anticipates problems and addresses needs before crisis situations develop	
Follows through on commitments	
Considers long and short-term outcomes when making decisions	
Thinks in a strategic manner	
Uses sound logic when making decisions	
Demonstrates self confidence	
<b>Stress Tolerance</b>	<b>6%</b>
Shows poise in difficult situations	
Maintains personal control in trying situations	
Actions and reactions are calm and purposeful	
<b>Team Work</b>	<b>6%</b>
Works cooperatively and maintains good relations with others	
Works cooperatively in group/team environments	
Creates environment that allows people to be successful	
Works well in group problem solving situations	
Displays understanding of how their job impacts and relates to co-workers	
<b>Planning and Evaluating</b>	<b>6%</b>
Able to determine short and long term goals and strategies to achieve them	
Acquires appropriate information before making decisions	
Works to resolve problems before they increase in severity	
Maintains an appropriate level of organization	
Demonstrates effective use of time	
Demonstrates planning and resource deployment skills	
<b>Vision/Mission</b>	<b>6%</b>
Demonstrates a clear understanding of the company's mission statement and values	
Places organizational goals above personal and departmental objectives	
<b>Total</b>	<b>100%</b>

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## Requirements

### **Minimum Required Qualifications**

High School Diploma or GED required

Minimum 1-2 years of experience in the real estate, construction, housing inspection or property management field

Housing Quality Standards Inspection Certification preferred

Valid state driver's license at the time of placement

Successful completion of a criminal history background check, education and work history

Knowledge of applicable code of federal regulations (CFR), HUD rules and regulations, and/or relevant federal, state, and local laws/ codes

Skill in interpreting and applying statutes, rules, codes, and regulations

Knowledge of single-family building codes, maintenance and health standards, and HUD's HQS procedures

Knowledge of federal, state, and local building, zoning, housing and safety laws, rules ordinances, codes, and regulations

Knowledge of principles and practices of housing inspections to conduct field inspections

Knowledge of Kent County's residential rental market conditions

Knowledge of client service principles and practices and ability to apply

Knowledge of basic mathematics

Ability to maintain effective working relationships with co-workers, supervisors, and the general public

Ability to work with a diverse workforce

**Essential Physical Duties**

Sufficient clarity of speech and hearing or other communication abilities, with or without reasonable accommodation, which permits the employee to communicate effectively, hear within the normal range of conversations, and carry on telephone communication;

Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials at arm's length or less (distinguish letters and numbers), to see in detail objects or printed material at greater than arms length and perform inspections of tenant housing;

Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment;

Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to bend or stoop, repeatedly, sit or stand for long periods of time, and lift at least 20 pounds and occasionally lift and or move up to 25 pounds.