HOUSING AUTHORITY OF PROVO

Housing Inspector Job Posting

Organization: Provo City Housing Authority.

Job Title: Housing Inspector.

Location: Provo, Utah.

Job Type: Full Time, 40 hours per week.

Shift and Schedule: Monday through Thursday, 10-hour shifts.

Pay Range: Between $24.00 and $28.00 an hour, commensurate with experience.

About Us: Provo City Housing Authority is dedicated to providing safe, affordable housing for individuals and families in our community. As a vital part of our mission, we are seeking a skilled Housing Inspector with an eye for maintenance issues to join our team. If you are passionate about ensuring the well-being of residents and maintaining high-quality housing facilities, we encourage you to apply.

Job Description: The Housing Inspector will be responsible for conducting inspections of residential properties to ensure compliance with local, state, and federal housing regulations, including HUD regulations for NSPIRE Compliance. This position requires attention to detail, excellent communication skills, and the ability to work independently.

Responsibilities:

- Inspect properties, including grounds, structures, building systems and equipment, for compliance with Housing and Urban Development (HUD) National Standards for the Physical Inspection of Real Estate (NSPIRE). Inspect properties for compliance with applicable PCHA standards, state requirements that have been added to the NSPIRE requirements. Complete NSPIRE inspections and reports, including quality control, compliant, initial, annual re-inspections, special inspections and other inspections as assigned.
- Make independent judgements in the field in accordance with departmental policy and effectively communicate these decisions and findings to others to obtain compliance. Work is evaluated based upon results.
- Conduct analysis of market and property. Determine and explain calculations regarding how income, rent and abatements are derived. Verify and complete the rent reasonable analysis for all units coming online and subsequent rental increases.
- Identify and cite NSPIRE deficiencies, discuss and document with owner/tenant, and prepare deficiency lists, memos, and reports, including data entry into participant software program, or other software programs used for NSPIRE inspections. Inform tenants and owners of corrective actions required to ensure the units are in NSPIRE

compliance. Establish deadlines for the completion of work. Document efforts to bring properties into compliance.

- Coordinate with the live in staff to test the emergency call systems. Prepare Maintenance Work Orders for correction of exigent and routine NSPIRE and PCHA criteria violations. Provide technical assistance and advice to management, maintenance staff, and residents of corrective action/needed maintenance in units and buildings. Inspect fire extinguishers as scheduled and initiate requests to correct deficiencies.
- Perform visual inspections on units identified as containing Lead Based Paint (LBP) to determine if LBP surfaces are deteriorating. Follow all City, State, and Federal procedures for risk assessment. Follow up with the owner as to the remedy of LBP and the maintenance of surfaces.
- Operate a computer and other office equipment. Develop files and tracking systems necessary to generate required reports to regulatory agencies and ensure compliance with record keeping requirements.
- Research, analyze, and problem solve complex situations including accessory units and leased shared housing. Identify special needs and problem areas; develop plans of action; and negotiate conflicts with customers and owners. Work with maintenance field staff, residents, and others to identify problems and issues; resolve conflicts and inspection-related problems; oversee identified situations/issues to resolution.
- Interact with the public (individuals, groups and agencies) to present and provide program information, according to established procedures and regulations. Provide information to supervisor on units that do not qualify as NSPIRE findings so that meetings can be scheduled to identify needed action. Proactively communicate with the management groups regarding NSPIRE inspections.
- Identify potential instances of fraud. Occasionally, present evidence at informal hearing relative to HUD NSPIRE and established standards; appear as witness in court representing PCHA, present appropriate evidence to support the case.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide seamless customer service.
- Participate in the development and implementation of goals, work plans, performance measures, and continuous improvement of service delivery to assist in attaining the unit, program, department initiatives and goals, agency core strategies, and mission through a spirit of service, teamwork and respect. Work respectfully and courteously with other employees, residents and general public. Follow direction, work well under pressure.
- Facilitate participation of staff to develop, implement, and continuously improve service delivery to ensure attainment of the core strategies and mission of the agency; support staff in the development and implementation of work plans and/or initiatives working cooperatively and interdependently with others and all departments. As part of a team, develop communication plans and establish tracking processes to ensure completion of initiatives and work plans.

- Attend all required training and safety meetings; use, maintain and replace assigned personal protective equipment; report all injuries and illnesses to supervisor immediately; complete and submit incident, accident reports as required; report hazardous conditions or unsafe work practices to supervisor; and follow all safety and health guidelines, practices, policies and procedures, and actively support and participate in the Emergency Preparedness program and tasks.
- Answer inquiries from participants relating to regulations for NSPIRE matters; obtains photographs, measurements and other data assigned. Maintains a thorough knowledge of NSPIRE standards and documents all violations.
- Provide back up to other PCHA &URH Inspectors on leave or vacant positions as assigned.

Qualifications and Education Requirements:

- Education: High School diploma or equivalent, and 2 years of college-level course work in social services, book keeping, business, or related field; may substitute an additional 2 years of relevant work experience for the college level course work.
- Experience: 3 years' work experience in property management or program administration within public housing or subsidized housing programs, or related fields, including 2 years' experience in building inspections, construction, property management or in a technical trade such as plumbing, electrical, or HVAC. Other combinations or relevant experience and education may be substituted. 2 years' work experience in data entry, PC word processing, or automated accounting system and general office practices and procedures, or one-year experience as a Customer Service Specialist, social service position, or equivalent. Experience working with homeless or other vulnerable populations. Excellent communication, conflict resolution, negotiation, problem solving, crisis management, and organizational skills.
- Licenses and Other Requirements: Valid Utah Driver's License with fully insurable driving record. NSPIRE certification within 6 months of hire. Lead Based Paint Condition Assessment certification and Rent Calculation and Occupancy Certification is due within 6 months of hire.

Competencies, Knowledge and Abilities:

KNOWLEDGE OF:

- HUD, NSPRIE, and PCHA criteria Standards of Inspection rules, regulations, and policies.
- Principles and practices of housing inspections to conduct field inspections.
- Must have basic working knowledge for visual application of the Uniform Building Code, Uniform Mechanical Code, National Electrical Code, and Uniform Plumbing Code.
- Status of Provo's residential rental market conditions.
- Accepted maintenance procedures including methods, materials, and labor practices; based on training and experience.
- Customer service and Public Housing Inspection principles and practices.

- Accurate mathematical calculations.
- Interpersonal skills using tact, patience and courtesy.
- Telephone etiquette.
- Strong verbal and written communication skills.
- Familiarity with PCHA Maintenance Plan and guidelines, operation of equipment used in maintenance & construction.
- Teamwork skills and techniques.
- Familiarity with Property Management policies, manual of operations and rules.

ABILITY TO:

- Understand, objectively interpret and consistently apply HUD and NSPIRE standards, regulations and policies.
- Establish and maintain respectful, cooperative and effective working relationships with customers while having frequent interruptions.
- Ability to prepare written reports and descriptions of work needed on paper and computer, PC and software skills in Word and Excel.
- Enter data of information into a desktop or portable PC or electronic handheld device to conduct inspections.
- Perform multiple tasks with changing priorities.
- Communicate effectively, verbally, and in writing.
- Produce written document with clearly organized thoughts using proper sentence construction, punctuation, spelling and grammar.
- Problem solve.
- Plan, schedule and organize workload.
- Meet schedule and time lines.
- Identify and resolve conflicts.
- Deliver customer service to diverse population.
- Complete accurate basic math computations for adding, subtracting, multiplying, dividing, and computing averages and percentages.
- Exercise objective assessment and work independently while under pressure.
- Work as a team and continually improve processes.
- Measure distances with a tape measure.
- Observe or monitor objects to determine compliance with prescribed operating or safety standards.
- Work respectfully and courteously with staff, residents and the general public.
- Possession of or ability to obtain a valid Utah driver's license within 30 days of employment.

Preferred Skills:

- NAHRO and/or Nan McKay certification preferred but not required.

- Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.
- Excellent organizational skills and attention to detail.
- Proficient with Microsoft Office Suite or related software.

Working Conditions:

- Environment: Office environment and visits to community sites. Driving a vehicle to conduct work. Various and adverse weather conditions with exposure to the outdoor elements. Periodic unsanitary conditions and stressful situations in occupied and unoccupied apartments and houses.
- Physical Abilities: Hearing and speaking effectively to exchange information face-to-face, using a telephone or in group settings. Seeing and perception of the full range of the color spectrum to conduct inspections and read a variety of materials. Dexterity of hands and fingers to continually and repetitively and for extended periods of time operate a computer keyboard or electronic handheld input device. Bending at the waist or stooping repeatedly or continually. kneeling or crouching. Handling a climbing ladders. Climbing stairs and working from heights. Standing or sitting for extended periods of time. Walking for extended periods of time, with ability to travel over rough, uneven or rocky surfaces, during site visits.
- Hazards: Potential exposure to chemicals, construction hazards and asbestos. Work in inclement weather, occasional unsanitary conditions in units. Contact with frustrated, dissatisfied, verbally abusive, or rude individuals.

Additional Notes:

- Prolonged periods sitting at a desk and working on a computer.
- Prolonged periods of standing and bending.
- Must be able to lift up to 15 pounds at times
- Typical setting is in an office with a moderate office noise level

Benefits:

- Competitive salary
- Employer-paid health and dental insurance for employees.
- Retirement benefits: Pension plan and 401(k) with employer match.
- Generous paid time off (PTO) to support work-life balance.
- 12 paid holidays plus additional personal days.
- Flexible 4-day workweek (Monday-Thursday, 10-hour shifts).
- Professional development: Employer-sponsored training, career development, and growth opportunities.
- Wellness perks, including mental health support and an employee assistance program (EAP).
- Meaningful work: Make a real impact by helping families and individuals in need.

How to Apply: If you are interested in joining our team as a Housing Inspector, please submit your resume and cover letter detailing your relevant experience and qualifications to joyler@provohousing.org.

Provo City Housing Authority is an equal opportunity employer and values diversity in the workplace. We encourage candidates from all backgrounds to apply.