

DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	8.113
STATE OF HAWAII	8.115
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Specification for the Classes:

HOUSING QUALITY STANDARDS INSPECTOR I, II & III  
(HOUSING QUAL STDS INSP I, II & III)

**SERIES DEFINITION:**

Positions in this series perform or supervise the performance of on-site inspections of all potential and existing rental housing units in the State's Housing Choice Voucher Program (HCVP) to ensure that units are habitable, safe, and sanitary. Inspections are conducted for apartment, townhouse, and single/multi family rental units to ensure compliance with housing quality standards as prescribed by the Department of Housing and Urban Development (HUD) and Hawaii Public Housing Authority (HPHA) policies and procedures. Positions in this class also gather and maintain rental market information to use for comparison with HCVP housing unit rents in determining rent reasonableness.

Positions in this series are required to establish and maintain effective working relationships with landlords and tenants to provide information regarding the inspection process, to explain the deficiencies identified during the inspection and corrective actions necessary to pass inspection, and to ensure that landlords and tenants comply with HUD housing quality standards and requirements.

**Distinguishing Factors:**

Classes in this series are distinguished from each other by differences in:

1. The complexity of work in terms of the nature, variety, and difficulty of work assignments; and the scope and level of responsibility;
2. The breadth of knowledge and abilities required to perform the work; and
3. The nature and degree of supervision received.

**Class Distinctions:**

**LEVEL I:** Positions in this class receive training to understand and apply applicable rules and regulations, policies and procedures, standards and criteria, etc. They also receive on-the-job training in the work processes, and the practices, methods and techniques, required to conduct visual inspections of housing units and related work assignments.

LEVEL II: Positions in this class independently conduct the full range of inspections (e.g., initial, annual, and special inspections) of housing units, and communicates inspection results to landlords and/or tenants, to ensure compliance with HUD housing quality standards and program policies and procedures. Positions also independently gather information on market rents and determine rent reasonableness.

LEVEL III: Positions in this class supervise a staff of subordinate Housing Quality Standards Inspectors in the performance of on-site inspections of all potential and existing rental housing units in the State's HCVP. At this level, positions are responsible for ensuring that inspections are conducted in a timely manner and in accordance with HUD and HPHA requirements.

**Examples of Duties:** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed. The scope and level of complexity of assigned duties are commensurate with the scope and level of complexity of work reflected in each class.)*

Levels I & II:

1. Inspects rental units for compliance with HUD housing quality standards.
2. Determines whether the landlord or the tenant is responsible for correcting any deficiencies.
3. Informs landlords and/or tenants of the corrective actions that must be completed and the deadline that must be met, for the units to meet federal standards and continue participation in the HCVP.
4. Documents all efforts made to bring properties into compliance with federal and State standards and requirements.
5. Re-inspects units to ensure that deficiencies have been corrected.
6. Conducts annual inspections to ensure that rental units continue to be maintained in accordance with HUD housing quality standards.
7. Conducts special inspections based on tenant or landlord complaints regarding non-compliance with federal standards and guidelines.
8. Explains HUD housing quality standards and requirements to potential landlords, contractors, property managers, etc.

9. Collects and compiles data (e.g., location, quality, unit size and type, age of the unit, amenities, maintenance and utilities) on market rents used to determine rent reasonableness.
10. Maintains inspections records, documents, and files.

Level III:

1. Monitors and ensures the timely inspection of rental units.
2. Reviews inspection reports, and recommends contract suspension, abatement, or termination when landlords are non-compliant.
3. Recommends termination of program participation for families that have failed to correct family caused violations and/or have engaged in fraudulent activities. Presents evidence on behalf of the HPHA in the informal hearing process.
4. Conducts quality control inspections to ensure compliance with program requirements.
5. Ensures that information gathered to determine rent reasonableness is accurate.
6. Responds to landlord/tenant and other inquiries.
7. Participates in Landlord and Community Outreach efforts.
8. Plans, assigns, and schedules the work of subordinates.
9. Provides guidance and assistance to subordinates in handling difficult situations.
10. Reviews inspection reports for completeness and accuracy and conformance to program standards.
11. Trains new employees and provides for staff development of existing employees.
12. Recommends staffing requirements.

**KNOWLEDGE AND ABILITIES REQUIRED:** The knowledge and abilities required in order to effectively perform the key duties for each of these classes are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in each class.

*“P” indicates prerequisite knowledge and abilities, which must be brought to the job. “A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.*

<b>KNOWLEDGE OF:</b>	HQS Insp I	HQS Insp II	HQS Insp III
Federal HUD standards relating to housing quality standards.	A	P	P
Housing Choice Voucher Program policies and procedures.	A	P	P
Applicable State and County laws, codes, ordinances and standards relating to housing quality standards.	A	P	P
Inspection methods and techniques.	A	P	P
General knowledge of basic practices and methods used in the repair and/or maintenance of buildings or houses.	A	P	P
Interview techniques.	A	P	P
Basic arithmetic (addition, subtraction, multiplication, division).	P	P	P
Basic principles of oral and written communication.	P	P	P
Principles and practices of supervision.	N/A	N/A	A
<b>ABILITY TO:</b>			
Apply HUD criteria, and program policies and procedures, to evaluate conditions of a rental unit.	A	P	P
Recognize unsafe and/or potentially hazardous situations and determine corrective actions necessary for units to pass inspection.	A	P	P
Understand and apply laws, rules, and regulations pertaining to housing quality standards and applicable local building and zoning codes and ordinances.	A	P	P
Express ideas clearly and concisely, orally and in writing.	P	P	P
Understand & apply written and oral instructions and guidelines.	P	P	P
Deal tactfully and effectively with others.	P	P	P
Establish and maintain effective working relationships with others.	P	P	P
Plan and prioritize work.	P	P	P
Supervise the work of others.	N/A	N/A	P

**MINIMUM QUALIFICATION REQUIREMENTS**

**Basic Education/Experience Requirements:**

Work experience requiring 1) the ability to read, comprehend and apply oral and written directions; 2) a high degree of verbal skill; and 3) the ability to perform arithmetic computations, such as addition, subtraction, multiplication, and division.

This requirement may also be met by possession of a high school diploma, or equivalent.

**Experience Requirements:**

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown in the following table, or any equivalent combination of training and experience:

Class Title	General Exp (Yrs)	Spclzd Exp (Yrs)	Supvy Exp (Yrs)	Total Exp (Yrs)
Housing Quality Standards Inspector I	1	0	0	1
Housing Quality Standards Inspector II	1	1	0	2
Housing Quality Standards Inspector III	1	2	*	3

**General Experience:** Work experience which involved meeting and dealing effectively with people and which demonstrated the ability to 1) establish positive relationships with people; 2) explain, provide or elicit pertinent information; and 3) apply and gain compliance with various criteria or standards.

In addition, either concurrently or separately, there must be evidence of demonstrated ability to organize materials, gather information, and write notes consisting of complete sentences based on such information.

**Specialized Experience:** Progressively responsible work experience conducting initial, annual, and/or re-inspections of rental housing units, and including special inspections conducted as a result of complaints or requests from landlords and/or tenants, for compliance with HUD housing quality standards.

**Supervisory Experience:** Supervisory work experience which included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance, and disciplining them when necessary.

\*For the Housing Quality Standards Inspector III level, supervisory aptitude rather than actual supervisory experience may be accepted.

**Supervisory Aptitude:** Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader, or by the completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

**Substitutions Allowed:**

Excess Specialized Experience may be substituted for the General Experience on a year-for-year basis.

**Quality of Experience:**

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

**License Required:**

Applicants must possess a valid license to drive in the State of Hawaii.

**Selective Certification:**

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

**Tests:**

Applicants may be required to qualify on an appropriate examination.

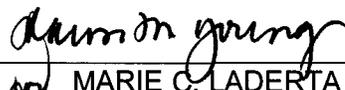
**Physical and Medical Requirements:**

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

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This is an amendment to the specifications for the classes HOUSING QUALITY STANDARDS INSPECTOR (HOUSING QUAL STDS INSP) I and II approved on April 21, 2009, and the first specification for the class HOUSING QUALITY STANDARDS INSPECTOR (HOUSING QUAL STDS INSP) III.

DATE APPROVED: OCT 19 2010

  
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