



<b>Position Title:</b>	Housing Quality Inspector (Certified)
<b>Last Reviewed:</b>	April 2025
<b>Department:</b>	Rental Housing Programs
<b>Position Status:</b>	Full-Time
<b>FLSA Classification:</b>	Non-Exempt
<b>Reports to:</b>	Occupancy & Voucher Programs Compliance Manager

**Position Statement**

The Housing Quality Inspector (HQI) interacts directly with current federal and state housing voucher participants and landlords to achieve full health and safety compliance regulations for all participating apartments. The HQI performs regularly scheduled apartment inspections as well as special requested inspections as needed. In addition, inspections may include those of other Regional Administering Agencies under the Executive Office of Housing & Livable Communities (EOHLC). This individual is responsible for ensuring apartments remain in compliance with all applicable regulations of the various state and federal voucher programs. At Hearthway, Inc., our work is driven by our mission, our core values and our culture of diversity and inclusion.

**Essential Responsibilities**

**Customer Service**

- Explain regulatory and procedural information.
- Be responsive and timely to questions and concerns raised.
- Make referrals back to Rental Housing Program office staff when necessary.

**Inspection Functions**

- Perform all inspections in accordance with the regulatory compliance standards of the voucher programs. This includes regulations of EOHLC, state and federal program requirements as well as Hearthway, Inc. policies and procedures.
- Report back timely to Rental Housing staff to ensure proper notice and follow up before and after inspections.
- Maintain set office hours and return all phone and email inquiries in a timely manner.
- Prepare required inspection reports in a timely manner.
- Monitor, prepare and submit reports as requested.
- Develop an understanding of codes and regulations needed to ensure compliance of units, including but not limited to, EOHLC’s Administrative Plan, HUD’s Housing Quality Standards and Massachusetts State Sanitary Code.
- Understand and comply with 504 Reasonable Accommodation Rules.
- Gain a complete understanding of computer software programs used by various programs.

1 Fenn Street., 3<sup>rd</sup> Floor, P.O. Box 1180, Pittsfield, Massachusetts 01201    Tel 413.499.1630    Fax 413.496.9831    www.hearthway.org

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Hearthway, Inc. does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.





### Required Skills or Abilities

- Working knowledge of Microsoft Office, Word, Excel, and basic internet skills.
- Must have a valid Massachusetts driver's license.
- Must have reliable transportation.
- Excellent verbal and written communication skills
- Housing Quality Standards Specialist Certification must be obtained within one (1) year of employment.
- Thorough knowledge of record maintenance.
- Ability to meet and deal tactfully and courteously with the public.
- Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
- Ability to make routine decisions in accordance with established administrative rules, regulations, and policies, to explain the inspection process to participants and landlords in an objective and impartial manner.
- Knowledge of basic appropriate codes, regulations and standards.
- Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
- Mission-driven and able to maintain strong values and seek creative solutions in a positive, team-oriented and judgement free environment.

### Physical Requirements

- Physical work, capable of lifting 35 to 50 pounds. Ability to exert up to 10 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Must be able to climb up and down a variety of stairways including attics, basements and hatchways.
- Must be able to maneuver on ice and snow covered walkways.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- Must have the ability to walk long distances.

### Education and Experience

- High school/vocational diploma, GED equivalent
- Prior human service experience preferred but not required.
- Prior facilities and/or property experience preferred but not required.

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### **Hearthway, Inc. Commitment to Equity**

Diversity and a culture of inclusion are crucial to the mission of Hearthway, Inc. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services.

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

### **Disclaimer**

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. This document does not extend an offer of permanent or continuous employment. Hearthway, Inc. is an at-will employer.

**Team Member Signature:**

**Date:**

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