

## AKRON METROPOLITAN HOUSING AUTHORITY

**Job Title:** Inspection Coordinator/Scheduler  
**Reports to:** HQS Supervisor  
**Department:** Housing Choice Voucher Program  
**Date:** June 2012  
**FLSA Status:** Non-exempt

### **General Purpose:**

Coordinates and schedules inspections for rental properties that are funded by various federal funding sources, as well as resolves problems between clients, landlords and inspectors.

### **Essential Duties and Responsibilities:**

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- 50% Schedule and monitor inspections of Housing Choice Voucher Program properties for multiple inspectors. Conduct inspections on an as needed basis. Prepare and mail related inspection reports to landlords and tenants. Perform same tasks for re-inspections, appeal granted and abatement, special and initial inspections.
- 25% Process RTA and inspection paperwork, perform data entry on RTA's and inspections and ensure all records are accurate and updated. Maintain input documentation. Run correspondence and reports as required. Maintain files and logs.
- 15% Provide a high level of customer service support to landlords and tenants, including telephone support, providing accurate information in response to public inquiry, and assisting with the resolution of customer complaints and concerns. Courteously and accurately explain Housing Choice Voucher Program procedures to landlords and clients.
- 10% Miscellaneous
  - Perform routine office tasks such as typing, filing and maintaining routine records.
  - Maintain records of requests, complaints and follow up action by staff.
  - Other duties as assigned.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Competencies:**

Demonstrates an ability to multitask, organize, and prioritize effectively; anticipates needs (i.e. scheduling needs) of colleagues and inspectors in the field; provides excellent customer service to tenants, landlords, colleagues, and the general public.

### **Minimum Qualifications, Education and Certifications:**

High school diploma or equivalent, and a minimum of two years office experience including data entry and

customer service. Working knowledge of city/county geographical area with the ability to read and interpret maps. Experience in scheduling/traffic control for multiple personnel. Demonstrated proficiency with computer software programs. Must have or obtain Lead Based Paint Risk Assessor/Lead Inspectors License and Housing Quality Standards Certification within one (1) year of employment. Must have a valid Ohio driver's license and be insurable under AMHA.

**Physical Requirements.** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

Physical demands may include kneeling, reaching, pushing, fingering, manipulating, talking, hearing, sitting for extended periods, crouching, standing for extended periods, stooping, walking, lifting up to 10 lbs. and repetitive motion using a keyboard, telephone and calculator. The visual acuity requirements include viewing a computer monitor and extensive reading.

**Working Conditions.** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment.

**Employee Understanding:**

The above job description was received, read and understood by me.

\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's signature

\_\_\_\_\_  
Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.