Competitive

Rochester Housing Authority
Inspection Department Supervisor

**DISTINUISHING FEATURES OF THE CLASS:**

The Inspection Department Supervisor is responsible for overseeing the Inspection Department's daily operations and ensuring compliance with all applicable U.S. Department of Housing and Urban Development (HUD) regulations, Housing Choice Voucher (HCV) program requirements, and Rochester Housing Authority (RHA) policies and procedures. This position supervises inspection and clerical staff, monitors performance standards, coordinates inspections, and ensures the timely and accurate completion of both HCV and Public Housing inspections The Inspection Department Supervisor is responsible for maintaining high standards of quality control, promoting operational efficiency, and ensuring that assisted housing units meet all applicable Housing Quality Standards (HQS), National Standards for the Physical Inspection of Real Estate (NSPIRE), and local housing requirements. Through effective leadership and oversight, this position supports the Authority's mission of providing safe, decent, sanitary, and affordable housing for program participants. This position will report directly to the Assistant Director of Leasing Operations.

**TYPICAL WORK ACTIVITIES:**

- Performs and oversees inspections for Rental Assistance Demonstration (RAD), Project-based Voucher (PBV), HCV, and Public Housing programs to ensure compliance with HUD regulations, NSPIRE standards, local housing codes, and agency policies;
- Ensures all inspections are conducted in accordance with HUD regulations, HQS, NSPIRE, and agency policies;
- Monitors inspection processes to ensure compliance with federal, state, and local housing requirements;
- Reviews inspection reports for accuracy, completeness, and consistency;
- Ensures compliance with SEMAP (Section Eight Management Assessment Program);
- Develops and implements departmental procedures to improve operational efficiency and regulatory compliance;
- Maintains up-to-date knowledge of HUD regulations and communicates changes to staff;
- Supervise, train, mentor, and evaluate inspection staff;
- Assigns workloads and monitors productivity to ensure timely completion of inspections;
- Conducts regular team meetings and provides ongoing coaching and support;
- Assists in recruiting, onboarding, and training new employees;
- Addresses performance issues and recommends corrective actions when necessary;
- Oversees scheduling and completion of annual, initial, special, quality control, emergency, and complaint inspections;
- Ensure that inspection deadlines are met and that required follow-up inspections are completed promptly;
- Monitors inspection caseloads and adjusts assignments as necessary to meet program requirements;
- Coordinates with housing providers, tenants, contractors, and agency staff to resolve inspection-related issues;
- Conducts quality control reviews and field audits of completed inspections;
- Analyzes inspection data and performance metrics to identify trends and areas for improvement;

**TYPICAL WORK ACTIVITIES Continued:**

- Prepares and submits reports regarding departmental performance, compliance, and workload management;
- Active role in developing and projecting budgetary needs for the department;
- Maintains accurate records and documentation in accordance with RHA and HUD requirements;
- Responds to escalated concerns from tenants, landlords, and other stakeholders;
- Provides technical guidance regarding inspection standards and compliance requirements;
- Promotes positive relationships with program participants, property owners, and community partners;
- Ensures staff adhere to workplace safety standards and agency protocols;
- Identifies and reports potential health and safety concerns affecting program participants and housing units;
- Assists in emergency response efforts related to housing conditions and habitability concerns.

**ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of building systems, construction methods, housing maintenance, and property management principles;
- Strong leadership, supervisory, and team-building skills;
- Excellent organizational, analytical, and problem-solving abilities;
- Strong verbal and written communication skills;
- Ability to interpret regulations and apply them consistently;
- Proficiency in Microsoft Office Suite and housing management software systems;
- Ability to manage multiple priorities and meet deadlines.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**

- All the Entry Level KSA's **PLUS**;
- Extensive knowledge of HUD housing programs, HQS, NSPIRE, and housing inspection practices.

**Minimum Qualifications:**
Either A, B, or C below:

A. Bachelor's degree in public administration, Business Administration, Construction Management, Housing Administration, or a related field; or equivalent combination of education and (3) three years of supervisory experience;

**OR**

B. Minimum of five (5) years of supervisory experience conducting housing inspections, property management, code enforcement, or a related field;

**OR**

C. Minimum of (8) years of supervisory or leadership experience and experience conducting housing inspections, property management, code enforcement, or a related field.

**Preferred Qualifications:**

A. HUD NSPIRE certification or ability to obtain certification within the required timeframe.
B. Experience with Housing Choice Voucher (Section 8) programs.
C. Experience managing compliance monitoring and quality assurance programs.
D. Experience working with HUD-assisted housing programs.

**SPECIAL REQUIREMENTS:**

Possession of a Class D New York State Motor Vehicle Operator's license at the time of appointment, which must be maintained throughout tenure in this title.

ADOPTED: June 2, 2026