



## EMPLOYMENT OPPORTUNITY SOUTHERN NEVADA REGIONAL HOUSING AUTHORITY

**Position Title:** HQS Supervisor

External

**Announcement No.:** 18-022

**DEPARTMENT:** Housing Programs/Section 8

**STARTING RATE:** \$52,874

**SALARY RANGE:** \$52,874-\$84,510 per annum

**OPENING DATE:** Wednesday, June 27, 2018

**CLOSING DATE:** Wednesday, July 27, 2018

**DESCRIPTION OF DUTIES:** Under the direction of senior HCV management, the stated position has the authority, in the interest of the Southern Nevada Regional Housing Authority ("SNRHA"), to hire, transfer, suspend, lay-off, recall, promote, discharge, assign, reward, or discipline other employees, or responsibly to direct them, or to adjust their grievances, or effectively to recommend such action, if in connection with the foregoing the exercise of such authority is not of a merely or clerical nature, but requires the use of independent judgment.

The HQS Supervisor plays a crucial role in the Agency by ensuring that housing units meet certain thresholds of acceptability. The HQS Supervisor plans, direct, and/or coordinate quality assurance programs and formulate quality control policies. This role is instrumental in improving the Agency's efficiency and profitability. Primary duties require advanced knowledge, defined as work which is predominantly intellectual and which requires the consistent exercise of discretion and judgment.

The HQS Supervisor is responsible for ensuring subordinate employees are doing their jobs correctly, thoroughly, and on time. Ensure expectations and goals are clear, conflicting priorities are addressed and readjusted as needed. The stated position supervises the Housing Quality Standards (HQS) Inspections Department staff whose primary responsibilities are to inspect housing units in the SNRHA Housing Choice Voucher (HCV) program; assures housing units are up to standard and in compliance with required rules and regulations; and involves maintenance of records and reports pertaining to inspections.

The duties listed below illustrate the various types of work performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. This supervision includes the oversight of ensuring 100% of HQS Inspections are completed in compliance with U.S. Housing and Urban Development (HUD) regulations and SNRHA policies and procedures.

- Plans, organizes, controls, integrates and evaluates the work of the Southern Nevada Regional Housing Authority's Inspectors and staff; develops, implements and monitors short and long-term plans, goals and objectives focused on achieving the department's mission and assigned priorities.
- Contributes to the development of and monitors performance against the department's annual operating budget; participates in developing, implementing and evaluating plans, work processes, policies, systems and procedures to achieve objectives and work standards.
- Formulate, affect, interpret, or implement management policies or operating practices.
- Interview and select Inspection staff; provide and/or coordinate staff training.
- Recommends compensation and provides other (approved) rewards to recognize job-well done; subject to management concurrence, takes disciplinary action to address performance deficiencies, in accordance with policy/CBA.
- Provides leadership and works with staff to develop and retain highly competent staff through selection, compensation, training and day-to-day management practices that support SNRHA's mission and values; applies process improvement and quality management principles to assigned areas of responsibility.
- Directs and participates in analyses and prepares recommendations and reports regarding the construction and maintenance, staffing requirements and other technical and management issues; determines time, equipment, material and personnel requirements for staff projects.
- Develops scopes of work, including but not limited to, directing work of subordinate employees.
- Inspects work for compliance. Reviews invoices.
- Supervises the use, care, and operation of assigned vehicles.
- Inspects and evaluates work being performed by SNRHA personnel; identifies problem areas and directs remedial action.
- Personally responds to inquiries and complaints from the public and user departments; attends meetings with other departments, SNRHA staff, agencies, and Board members. Resolves a variety of routine personnel administrative matters.
- Prepares or reviews and maintains a wide variety of written reports and records, including personnel records, periodic progress reports, and accident reports.
- Ensures all completed inspections are coded correctly in the IT system.
- Ensure rent reasonableness is completed and submitted timely and in compliance with HUD regulations and SNRHA policies.
- Advise and assist property owners/ tenants of maintenance needs identified on inspections and/or complaint feedback on units.
- Issues appropriate notices of default and conduct re-inspections of completed repairs, work, and repairs.
- Investigates claims related to tenant damage and violations; determines liabilities for tenants and owners; prepares letters and answer questions; represents SNRHA at Informal Fair Hearings (IFH).
- Conducts market rental surveys to establish rents for HCV's Section 8 program; determines rent reasonableness for units proposed for lease.
- Responds to owner/tenant inquiries and provide information to owners, tenants, landlords and the public; establish and maintain close working relationships with outside agencies involved in housing programs.
- Adhere to the confidentiality standards of the Privacy Act of 1974 {U.S.C. §552A} as amended.
- Maintain absolute confidentiality of work-related issues, client records, and SNRHA information in accordance with SNRHA's policies and procedures.
- Support the relationship between SNRHA and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and SNRHA staff.
- Ensures initial contracts are signed by owners/management and delivered to Administrative staff in a timely manner by all Inspectors.
- Researches new operational methods, techniques and equipment and recommends their application.
- Responds to emergency situations as necessary. Furthermore, all leave must be coordinated with Department Director.
- Prepares and submits regular operations and inspection reports and required regulatory reports to county, state and federal agencies
- Ensures the SNRHA's safety program and goals are implemented and carried out in the assigned areas of responsibility; develops and proposes safety requirements to be carried out in the division. Ensures duty personnel are trained for emergency responses.
- Ensures the timely completion of planned inspections to maintain HUD funding. Coordinates and directs staff to efficiently

- make use of their entire work day.
- Performs other duties as required.

#### **SUPERVISION EXERCISED**

Supervision of all HQS Inspectors and clerks assigned to the HQS Department

#### **MINIMUM QUALIFICATIONS:**

##### **Education, Training, and Work Experience**

- Read, write, and speak English
- High School Diploma or G.E.D., to include a four (4) year degree; supplemented by five (5) years of experience in housing inspection, housing code enforcement, property management, or building maintenance, repair, and construction, OR six (6) years equivalent combination of education and experience.
- Proficiency in Microsoft Word, Excel, PowerPoint, and Outlook.
- Proficiency in conducting internal investigations.
- Use of Internet for work-related research.
- Ability to perform under stress and respond cooperatively.

**Bilingual English/Spanish preferred. Preference given to candidates who have three (3) or more years of experience managing people and projects in the HQS industry.**

**Certification:** Housing Inspection Certificate is required [Must be able to obtain such certification within one year of employment].

#### **KNOWLEDGE/SKILLS/ABILITIES:**

1. Methods, practices, techniques and equipment used in the inspection and rent reasonableness of residential/housing; federal, state and local laws
2. Public Health regulations; principles, methods used in the inspection of housing facilities.
3. Administrative principles and methods including goal setting, program development and implementation; principles and practices of budget preparation and administration; safety regulations, safe work practices and safety equipment related to the work; software applications related to the work; codes, regulations and guidelines pertaining to the work.
4. Principles and practices of effective management and supervision.
5. Plan, assign, direct and coordinate a variety of functional specialties with overlapping work areas; select, motivate and evaluate staff and provide for their training and development; prepare, administer and monitor a division budget; analyze complex operational and administrative problems, evaluate alternatives and recommend or implement effective courses of action; develop and implement goals, objectives, policies, procedures, work standards and management controls; prepare clear and concise records, reports, correspondence and other written materials; exercise independent judgment and initiative within general policy guidelines; establish and maintain effective working relationships with those encountered in the course of the work.
6. Ability to perform housing inspections and assess the needed repairs and/or violations.
7. Skilled in operating modern office equipment including Microsoft Office and other specified software applications.

**EVALUATION AND SELECTION FACTORS:** Applicants who meet the minimum requirements defined above will be further evaluated. Applicants who do not meet the minimum requirements defined above will not be considered for this position.

**Motor Vehicle Operator Identification:** Valid Nevada Class C Driver's License required at time of employment and must be insurable under SNRHA automobile policy.

**Supplemental Information:** This is an **exempt** position and is eligible for participation in the bargaining unit that now represents Southern Nevada Regional Housing Authority employees.

**Pre-Employment Drug Testing & Background Check:** Satisfactory results of the pre-employment drug test and background check is required.

**Work Schedule:** External office hours are Monday – Friday 8am-5pm. This position requires a flexible work schedule which may include working at night, early morning, weekends, and holidays. Exempt status employees may be required to be available by telephone or e-mail for business purposes.

**Equal Opportunity Employment Policy:** SNRHA is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. SNRHA has established and adopted an Equal Employment Opportunity and Affirmative Action Policy. The Company will not discriminate and will not tolerate discrimination based on race, gender, sexual orientation, marital status, age, religion, color, creed, national origin, ancestry, genetic characteristics, veteran status, age, religion, color, creed, national origin, ancestry, genetic characteristics, veteran or military status, disability, domestic violence victim status, or any other factor prohibited by applicable state, federal, or local law. This policy applies to all terms, conditions and privileges of employment including recruiting, hiring, initial periods of employment, job assignments, training and development, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, social and recreational programs, termination and separation.

**HOW TO APPLY:** Applicants must submit complete Employment Application, with updated Resume attached, and voluntary Affirmative Action Questionnaire. Applications may be obtained at [www.snvrha.org](http://www.snvrha.org) **download and complete application, send as attachment to [atyler@snvrha.org](mailto:atyler@snvrha.org)** or picked up and submitted to the Southern Nevada Regional Housing Authority, 5390 E. Flamingo Rd., Las Vegas, Nevada 89122, or by calling (702) 477-3170, TDD (702) 387-1898. An incomplete Employment Application and/or failure to meet the minimum requirements listed above will result in disqualification. Additional information will not be accepted after the closing date. Applications must be received in the Human Resources Department by 5:00 p.m. on the closing date. **Applications become the property of the Housing Authority and will not be copied or returned.**

**Notice to Disabled Applicants:** To request an accommodation contact the Human Resources Department.