



# Eastern Band of Cherokee Indians

## QUALITY INSPECTOR

### *Position Description*

<b>Program:</b>	Qualla Housing	<b>Reports to:</b>	Manager – Property
<b>Division:</b>	Housing	<b>Position Number:</b>	971939001
<b>Classification:</b>	Non - Exempt	<b>Revision Date:</b>	10/01/2022
<b>Pay Level:</b>	10	<b>Safety Sensitive:</b>	No

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

### POSITION PURPOSE

Conduct annual occupancy inspections of housing stock on single-family residences to ensure properties meet Federal housing quality standards. Makes independent judgments in the field in accordance with departmental policy, and must effectively communicate these decisions with others to obtain compliance.

### ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Inspect homeownership and rental properties for compliance using Housing and Urban Development (HUD) housing standards and identify deficiencies.
- Must be willing to travel for any training required to learn the job more efficiently.
- Assure annual inspections are scheduled and performed in a timely manner.
- Ability to communicate orally with residents courteously and professionally in a one-to-one setting or using a telephone.
- Establish and maintain a system for homeowner and tenant notification of annual inspection.
- Learn job-related material, such as how to identify and report mold problems, primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Develop homeowner and tenant maintenance literature to let homeowners and tenants know their role in maintaining the home and what they can do to control moisture and mold in their homes.
- Inspect non-Federally funded homes for compliance and safety complying with all Tribal regulations.
- Perform and coordinate assessments for all rental and homeownership units.
- Obtain pictures for all homeownership units for obtaining insurance coverage, including incidents relating to potential claims.
- Attend meetings for selection, evictions, rehabilitation, and construction.
- Serve as liaison in conjunction with Collections and Legal Liaison for providing correspondence relating to evictions and violations by homebuyers and tenants .
- Coordinate with Rental and Homeownership Specialists for ensuring property is being maintained according to the lease and/or contract.
- Perform and coordinate move in and move out inspections for all rental and homeownership units.
- Counselor to tenants and homebuyers for maintaining compliance with lease and/or contract in accordance with Federal and Tribal regulations, i.e. housekeeping, maintenance, inspections, mold prevention.
- Education and/or training for homebuyer and tenants in the areas of home maintenance and repairs to enhance their skills sufficient to carry out their responsibilities as homebuyers and tenants.

## Position Description

- Obtain and provide accurate gas meter readings once a month for all rental units to finance.
- Establish and maintain a system for recording the monthly readings.
- Knowledgeable to provide explanations of the Homeowner Contract and Dwelling Lease for the individual homebuyers and tenants.
- Document all inspections and include in homeowner file. Rental inspection documents will be given to the Rental Occupancy Specialist.
- Investigate and make independent decisions to resolve complaints or conflicts, and to enforce housing program rules and regulations.
- Must attend Safety session on an as needed basis.
- Adhere to all Safety procedures and policies while performing job duties in a safe manner that will not pose a direct threat to self and others.
- Work cooperatively with other employees, housing, tenant applicants and residents, community workers, and the public.

### Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

### MINIMUM MANDATORY QUALIFICATIONS

- Experience:** 1 year of related experience required.
- Education:** Associate's Degree in related field required.
- Licenses & Certifications:** Valid, insurable NC Driver's License required.

### KNOWLEDGE, SKILLS, & ABILITIES

#### Key Job Knowledge:

- Must have good knowledge of general office procedures.
- Ability to write clearly and concisely is important.
- Ability to recognize and understand problems of low-income residents is necessary.
- Must be able to relate to residents in a courteous and professional manner.
- Must be able to operate a computer, calculator, telephone, copy machine, facsimile and other office equipment as required.
- Must be knowledgeable or willing to learn Federal Regulations regarding Housing programs and be able to keep up to date on regulations.
- Ability to organize and prioritize workload.

#### Safety/Accuracy Focus:

Must insure that homeowner and rental inspections are completed in a timely manner and homeowner responsibilities are being followed. Proofing and editing procedures would detect most errors on correspondences.

#### Key Relationships:

Interact with internal and external customers / clients in a polite and professional manner. Ability to deal effectively with coworkers in the exchange of information and in daily contact with homeowners. Strong problem solving and negotiating skills are essential. Nature of contact requires the use of courtesy and business etiquette.

#### Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Judgment, initiative, and problem solving skills are required to maintain accuracy and work efficiently. Demonstrates effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide excellent customer service.

## Position Description

### Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Has access to Homeowner files and information. Must adhere to all confidentiality policies and procedures.

### Complexity of Duties:

This position includes completing tasks of varying complexity levels.

### PREFERRED QUALIFICATIONS

No other preferred qualifications.

### WORK ENVIRONMENT

**Work Environment:** Work in a normal business office environment setting which at certain occasions will have frequent phone calls. Also required to visit individual homeownership and rental units which will vary in cleanliness. In addition, working in a variety of weather conditions with exposure to the outdoor elements.

**Mental/Visual/  
Physical Effort:** Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. Job duties require visual acuity, manual dexterity, and the ability to speak, hear, walk, sit, stand, reach with arms and hands, bend and stoop, repeatedly or continually while performing inspections. Must be able to drive a company vehicle to inspect homes.

### OTHER

**Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

**Background Investigation:** All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

**Drug Screening:** All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

*Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

### ACKNOWLEDGMENT

I have reviewed the content of the **Quality Inspector** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

# QUALITY INSPECTOR

*Position Description*

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*Employee (printed name)*

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*Employee (signature)*

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*Date*

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*Supervisor (printed name)*

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*Supervisor (signature)*

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*Date*