



Position Description

Position Title:	Landlord Liaison/Inspection Generalist	Department:	HCV/PBV/MTW
Reports to:	Director of HCV/MTW	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	May 2025

Summary

The primary purpose of this position is to provide services to landlords in accordance with the HCV/PBV HAP contracts, MTW provisions and general policies and processes associated with the HCV/PBV program. Additionally, the position is responsible for conducting quality control reviews to ensure compliance with all TGHA and HUD program regulations including file, system of record and inspection data. This position conducts technical and operational research and assists in developing quality control procedures and recommending policies that enhance operational and programmatic efficiencies.

All activities must support The Greenville Housing Authority's ("TGHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Serves as the primary point of contact for third-party inspection companies; investigates and resolves disputes, abatements between landlords and inspection findings. Schedules special inspection requests.
- Reviews abatement reports and determines the release or continuation of abatements and holds, as appropriate.
- Coordinates with HQS vendors regarding failed inspections of contracted units and initiates required enforcement actions. Applies reinspection fees.
- Supports the recruitment of prospective landlords and property owners to participate in TGHA housing programs.
- Addresses health, safety, and tenant-related issues; follows up with property owners/agents and tenants to ensure timely resolution. Notifies appropriate staff of 24 hour violations.
- Maintains professional communication and working relationships with the public, landlords, property managers, and tenants to promote understanding of program policies and procedures.
- Investigates and resolves complaints regarding missing landlord payments to ensure satisfactory outcomes for landlords.
- Organizes and files inspection reports and related documentation in designated physical and electronic systems.
- Responds to landlord inquiries via phone, email, and support tickets; resolves issues promptly and escalates when necessary.
- Manages the landlord ticketing system by addressing concerns, referring cases appropriately, and escalating complex matters; prepares reports to identify recurring issues and recommends improvements to enhance landlord engagement.
- Develops informational materials for landlords and distributes them through email, social media, and other communication platforms. Provides information for the landlord sections of the TGHA website.
- Performs other related duties as assigned to support department goals and program compliance.



Position Description

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as TGHA policies and procedures related to the position.
- Knowledge of the regulations affecting TGHA's housing programs and demonstrated ability to understand the terms, conditions, and content of TGHA's standard operating procedures for data entry.
- Skill in the operation of housing program software and databases.
- Skill in composing accurate and accessible compliance reports and related documents.
- Skill in explaining policies, rules, regulations, and procedures.
- Ability to prepare and present ideas in a clear and concise manner to address compliance initiatives and issues with staff and leadership.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.



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Education and/or Experience

Bachelor's Degree in business administration or related field and a minimum of four (4) years of experience providing analysis and quality control for housing programs. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]