

Housing Inspections Dispatcher – Worcester, MA

The Housing Inspection Dispatcher assumes responsibility for providing the housing inspection supervisor and inspectors necessary documentation for their daily schedules. The position involves assisting both landlords and tenants in their responsibilities to meet program requirements and obligations in order to receive federal or state rental assistance. The Dispatcher performs a wide range of duties and responsibilities in order to properly comply with complex federal and state program requirements.

Key Responsibilities

- Schedules inspections for the Rental Assistance Program including annual inspections, initial inspections, audit inspections, tenant complaint inspections, landlord complaint inspections, special inspections, rent suspension inspections and re-inspections of all failed units.
- Provide on a daily basis scheduled workload, with supporting documents, to the supervisor and inspectors to enable them to perform their job.
- Responsible for updating the RCAP Solutions computer data base daily with the current inspection status of all clients and updating the DHCD audit data base at least quarterly.
- Ensures scheduled inspection report files are readily retrievable and accessible for review by Inspectors and Program Representatives.
- Responsible for the suppression of HAP payments for units out of compliance after the 30-day grace period for repair.
- Provide extensive phone support and assistance to property owners, property managers, and clients with routine requests, questions, and complaints.
- Responsible to receive, log and compile all other supporting documentation such as LOC'S (letters of lead compliance), Heat Certifications, and LOI's (letters of intent) to enable tracking of failed or inconclusive reports.
- Responsible to ensure all inspection report results are forwarded to the appropriate client and property owner within two weeks of inspection.
- Responsible for the maintenance of all logbooks
- Responsible for completing and forwarding Annual Requests for Inspection to clients and property owners with a minimum of 30 days-notice.
- Processing RFTA's into Tracker
- Filing inspection booklets
- Negotiating with landlords to prevent unit terminations

Education and Experience Requirements

- Two-year college degree or equivalent preferably with concentration in Social Sciences, management, human services or business administration field experience required

Qualifications & Skills

- A minimum of two years' experience in some type of customer service position required. Knowledge of computer systems and database functions along with good writing and verbal communication skills



Certifications or Licensures

- Valid drivers' license along with good driving record and auto insurance is required; willingness to use personal transportation in the course of performing duties.

Working Conditions

Typical office environment

Interested candidates, should submit a resume and cover letter to hr@rcapsolutions.org

Location – Worcester, MA

Grade Level: 15

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

To Apply:

Send cover letter and resume to our Human Resources Department or Email: HR@rcapsolutions.org or Fax: (978) 630-2751.