



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 871.7

Job Title: **COMMUNITY SERVICE INSPECTOR**

Pay Grade: 16

GENERAL SUMMARY:

Performs inspections, writes reports and researches the enforcement and application of various codes, ordinances and technical specifications.

RESPONSIBILITIES:

- Performs inspections, identifies problem areas and recommends solutions. Prepares and serves correction notices and may serve violation citations.
- Meets with general public, civic groups, contractors, technical professionals and businesses to respond to inquiries and resolve problems.
- Performs record keeping activities to maintain filing systems, reports and documentation.
- Researches and evaluates plans, specifications, codes and property information.
- Participates in and attends various meetings with civic associations, businesses and other groups.
- Prepares and submits various technical reports.
- Arranges transportation to and from work sites.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED certificate and up to eighteen months of specialized education or training in a specific area or trade. Requires a valid Texas driver's license and compliance with the City of Houston's policy on driving.

EXPERIENCE:

One year of experience related to customer service or an area of inspection to be performed is required.

Depending on the area of specialty, the position may require the experience listed above to be journey level, received after completion of an apprenticeship program.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

WORK ENVIRONMENT:

There are routine discomforts from exposure to moderate heat, cold, moisture/wetness and unpleasant air conditions. The position may involve routine exposure to soiled materials and light chemical substances such as cleaning solutions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Inspector Trainee
Community Service Inspector
Inspector
Senior Inspector or Multi-Discipline Inspector
Assistant Chief Inspector
Chief Inspector

Effective Date: August 1991

Revised Date: July 2009