



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Operations Assistant

DEPARTMENT: Asset Management

DATE POSTED: 03/08/2018

CLOSING DATE: Until Filled

SALARY RANGE: Pay Grade M19
\$37,381 - \$45,973 Annually
\$17.97 - \$22.10 Hourly

FLSA CLASS: Exempt

030818-AM-001
To apply for this position,
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SUMMARY

Under general supervision of the Property Manager, Fischer Community, the Operations Assistant performs any of the wide range of tasks associated with the function and duties of maintenance. The Operations Assistant will be responsible, under the direction of the Fischer Property Manager, for the overall maintenance of the Fischer Community and all areas related to the day-to-day operations of the community.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Develops and implements maintenance work schedules governing routine maintenance, preventive maintenance, building cleaning, floor maintenance, grounds maintenance, carpentry, and HVAC.
- Performs routine and preventive maintenance necessary to maintain the normal operation of building mechanical systems and equipment, as well as upkeep of grounds.
- Receives, processes, and completes all service requests in a timely manner.
- Assists with maintaining and keeping inventory of tools, supplies, and equipment.
- Troubleshoots maintenance and repair problems to determine methods and means of resolution.
- Performs maintenance and repair activities such as, but not limited to, performance and completion of work orders, scheduled/unscheduled maintenance and/or preventative maintenance, and grounds maintenance.
- Responds to 24 hour emergency maintenance.
- Cleans out vacant units, and make units ready for new move-ins.
- Assists with preparing property and units for all HUD REAC inspections, HUD HQS inspections, and any other regulatory inspections, including participating in UPCS and HQS pre-inspections, ensuring

that work orders are prepared, and that all identified maintenance and repair is completed prior to inspections;

- Operates, cleans, and maintains hand and power tools and equipment in performance of required tasks.
- Performs installation and maintenance for HANO owned air-conditioning systems, refrigerators, water heaters, and other major appliances.
- Develops and implements maintenance work schedules governing routine maintenance, preventative maintenance, building cleaning, floor maintenance, and ground maintenance.
- Maintains all dwelling and mechanical equipment, including troubleshooting, replacement of component parts and/or referral to outside contractors for repair.
- Performs electrical, plumbing, carpentry, masonry, and painting repairs to ensure the ongoing maintenance of the building and grounds.
- Monitors the operation and maintenance of life, safety, and emergency support systems, including fire alarms systems, smoke and heat sensing devices, automatic sprinklers, water-flow alarms, corridor and stair pressurization systems, fire extinguishers, emergency power generators, emergency alarms and elevators.
- Performs other duties as required and/or assigned including temporary assignments at other locations or doing other functions commensurate with the qualifications and knowledge of this position.
- Report any observed deficiencies, problems or irregularities seen or found on the property to management.

BEHAVIORAL COMPETENCIES

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

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

- Ability to understand the workings of equipment and systems encountered on the job.
- Knowledge of tools and equipment routinely required to perform the work associated with the position.
- Ability to perform maintenance and repairs related to the position.
- Ability to direct and control the activity of others.
- Ability to work with others.
- Ability to maintain a professional and courteous manner with residents, visitors, contractors, and other employees.
- Must be able to follow oral and written instructions.
- Knowledge of basic mathematics.
- Ability to lift fifty (50) pounds.
- Valid State of Louisiana driver's license. Must be able to drive under varying conditions. Eligibility for coverage under Authority fleet auto insurance.

Education and/or Experience

High school diploma or general education degree (GED). Four years of general maintenance and repair experience; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved. Prefer completion of a formal apprenticeship program or technical school.

Technical Skills

Knowledge of building and equipment maintenance/repair techniques. Skill in applying building and equipment maintenance/repair technique. Skill in both verbal and written communication.

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.

While performing the duties of this job, physical demands are moderately heavy. Noise level in the work environment is moderate. The employee will rarely lift over 150 lbs., occasionally lift 75-150 lbs., frequently lift 25-75 lbs., and constantly lift 1-25 lbs. There is frequent standing, walking, bending, stooping, squatting, kneeling, stair and/or ladder climbing involved in the performance of the job duties. Additionally, the employee will be required to push/pull equipment, appliances, open/close doors, and reach above shoulders, grasping/gripping/handling tools and equipment.

EEO POLICY STATEMENT

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, religion, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.