



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Senior Property Manager

DEPARTMENT: Asset Management

DATE POSTED: 09/13/2024

CLOSING DATE: Until Filled

FLSA CLASS: Exempt

STARTING

SALARY RANGE: **Salary Class F**
\$64,000 - \$83,100 (Annually)

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SUMMARY

Under the general direction of the Senior Asset Manager, the Senior Property Manager performs administrative and managerial work with responsibility for managing the operations and maintenance of the Agency's larger and more complex leasing functions and rental properties and portfolios. Ensures that all properties are operated in an efficient, cost effective manner while providing high quality, well maintained housing for residents and/or tenants. Directs and supervises office staff, sometimes through an assistant manager, and maintenance staff to ensure that all daily work orders, vacates, emergencies, and preventative maintenance is performed efficiently and that lease agreements and resident issues are handled in a timely and effective manner.

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.

- Responsible for the safeguarding of all sites assigned HANO assets, including the conduct of inventory, disposition requests for surplus equipment, and procurement of replacement assets.
- Supervises a staff of administrative and maintenance personnel, or outsourced workers. Plans, assigns and reviews work of staff for quality, quantity and outcomes.
- Provides or arranges for the training of all site personnel to insure they are properly prepared to carry out their responsibilities.
- Responsible for the enforcement and implementation of the provisions of the lease agreement and all HUD and Housing Authority policies, regulations and guidelines as applicable to all residents as well as those applicable to employees such as the Personnel Policy.
- Markets units and properties and conducts outreach to fill units; responds to questions and explains housing and leasing options.

- Assures tenant satisfaction by providing a high level of customer service; cultivates and maintains partnerships with other HANO departments and local government agencies; addresses resident complaints; makes judgments regarding tenant issues, reasonable accommodations for tenants and special medical considerations that may impact procedures or products used.
- Counsels residents and makes referrals for resident assistance.
- Attends resident council meetings, coordinates regular community meetings and activities as required.
- Assist with the development of the yearly operating budget and monitors property financial performance; reviews and approves payments for goods and services; ensures expenditures are accurately coded; submits reports on variances; keeps expenditures within budget limits, and timely arranges for budget revisions when warranted.
- Prepares and submits a variety of reports, records, and correspondence on matters pertaining to property management in a timely fashion and as needed.
- Reviews or oversees the processing of applications and interviews of prospective residents, assignment of dwelling units, leasing functions and management of pools of applicants from the waiting lists.
- Conducts and/or reviews annual and interim leasing recertification's to ensure tenant meets occupancy requirements including applicable public housing, tax credit and Section 8 guidelines; reviews third party verifications, income and other family composition changes.
- Performs tenant accounting; authorizes adjustments to tenant accounts, security deposits, rent changes, retroactive billings, maintenance charges and late fees; authorizes rent refunds or collection efforts to include timely update of the data system and deposit of collections received at the site; write-offs; negotiates payment agreements and schedules.
- Sends eviction notices to delinquent residents and follows up on these notices, provides adequate support documentation for the Authority's Legal Department to execute evictions for cause.
- Assists in the removal of property for evicted residents.
- Supervises the organization and maintenance of property records and files; performs internal occupancy audits of all resident files in order to assure compliance with admissions and continued occupancy policies and/or housing management procedures. Makes corrections and adjustments as needed.
- Prioritizes maintenance work orders; develops and implements daily, weekly, monthly and annual maintenance and preventive maintenance schedules; orders and maintains inventory of supplies, prepares requisition and purchase orders to procure materials and supplies; schedules testing and inspection of fire extinguishers, alarms, pest control back flow testing and storm water catch basins.
- Directs and supervises maintenance staff to ensure all daily work orders, vacates, emergencies, and preventative maintenance functions are performed and conducts inspections to ensure quality.
- Assist with procurements procedures for professional services, support services, and other routine building services such as maintenance, janitorial, landscaping, security, fire alarm system monitoring, and pest control as needed; ensures that purchases are properly and timely carried out.
- Insures that billings for other services such as maintenance fees, utilities, and other charges are timely forwarded to finance for entry into the Tenant Data System.
- Performs routine physical inspections of grounds and ensures that any identified deficiencies are promptly corrected; monitors conditions of the development to insure the health, safety, and security of the residents, guests, vendors, and employees.
- Collects and submits data for insurance claims, follows up on repair work of damaged units, and associated tenant relocations.
- Coordinates storm readiness activities at the property and implements other emergency protocol established by the Housing Authority.

- Responsible for monitoring the Admissions and Continued Occupancy Policy (ACOP) including site objectives of the HUD deconcentration rules which are designed to promote income mixing of tenants residing at the site.
- Monitors and enforces the Pet Policy, Smoke Free Policy, Satellite Dish Standard Operating Procedure (SOP) and any applicable site-based house rules.
- Responsible for achieving and maintaining optimum performance of the site as delineated in applicable agency, departmental, and site based goals, objectives, and performance metrics related to property management including: vacancies, work order completion, inspections conducted, tenant accounts receivables (TARs), rent collections, vacant unit turnaround time, audit findings, tenant file maintenance, and any other assigned goals and objectives that may be adopted from year to year.
- Meets PHAS (Public Housing Assessment System) benchmarks and other established performance targets.
- Works with the Housing Authority management team to identify and implement best practices, including use of progressive IT tools and software programs for property management.
- Performs other duties as assigned including any temporary assignments at other locations or performing other functions commensurate with the qualifications and knowledge of this position.

BEHAVIORAL COMPETENCIES

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

Leadership: Provides direction to people and/or projects by clearly and effectively setting course of action for the department, staff, and tasks; manages the planning, execution, and achievement of department goals by providing regular communication to staff, tenants, and stakeholders.

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 and 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; and recognizes working 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 convey understanding of the comments and questions of others; and listens effectively. Demonstrates the ability to develop audiovisual presentations to both internal and external audiences.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does their fair share of work. Complies with procedures and understands the importance of maintaining and managing confidential and proprietary information.

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; attends, supports, and participates in all team building exercises and events.

Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

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

Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; and 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. This position requires that the incumbent possess a valid Louisiana State driver's license and acceptable driving record at time of appointment and throughout employment in this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

- Above average knowledge of HUD assisted housing programs, its procedures, principles, and practices.
- Above average knowledge and a three to five years of experience managing affordable multi-family housing.
- Must be a certified Public Housing Manager or obtain certification within one (1) year from date of hire.
- Some knowledge of modern principles, practices and techniques of budgeting and bookkeeping.
- Skills in the use of basic office machines; typewriter, personal computer, calculator, photocopy machine, fax and scanning equipment.
- Ability to plan, direct, and supervise the work of others.
- Ability to communicate effectively orally and in writing.
- Establish and maintain effective working relationships with co-workers, residents, resident councils, neighborhood associations, general public and persons from outside organizations.
- Ability to plan and organize meetings and other activities; prepare clear and concise narrative and statistical reports, and deal effectively with situations requiring tact and diplomacy, yet firmness.

Education and/or Experience:

Bachelor's degree in a related field from an accredited college or university and three (3) to five (5) years relevant work experience in affordable housing property management, or an equivalent combination of education and experience.

Technical Skills:

To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for research and developing advanced reports. 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; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally 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.
- Driving a vehicle to conduct work.
- Work Monday through Friday; some Saturday's maybe required, hours to be determined.
- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials and to drive.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Operate mailing and other equipment.

Outside Environment:

Subject to environmental elements when conducting visits to various sites or participating in outside events.

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.