



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Deputy Director of Operations

**DEPARTMENT:** Executive

**DATE POSTED:** 11/22/2022

**CLOSING DATE:** Until Filled

**FLSA CLASS:** Exempt

**SALARY RANGE:** PAY Grade E44  
\$126,653.95 - \$171,354.92 Annually  
\$60.89 - \$82.38 Hourly

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## SUMMARY

Reporting to the Executive Director, this highly responsible position provides leadership and direction that ensures the Housing Choice Voucher Program (HCVP), Asset Management, Client Services, and HANO Police departments operate in support of the mission of the Housing Authority; performs complex managerial work, directing and coordinating internal operations; supervises senior level staff, establishes and maintains policies and procedures.

## 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.*

- Supports the Executive Director to ensure that the Agency's operational functions are performed effectively, efficiently, and in accordance with applicable federal, state, and local laws and regulations.
- Establishes and implements strategic plans for the HCVP, Asset Management, Client Services and HANO Police Departments.
- Coordinates day-to-day internal operations of the Authority including maintenance operations, special projects and security.
- Oversees the Agency's HCVP and property operations programs, ensuring compliance with related regulations and facilitating the achievement of strategic objectives. Ensures full compliance in the administration and operation of the Housing Choice Voucher Program.
- Directs the development of plans for maintaining and improving the physical facilities of the Agency; oversees the analysis of the Agency's requirements for space and facilities based on anticipated volume of operations, known or potential changes in functions or workflow, and future plans for expansion or contraction of operations; negotiates with service agencies and lessors to adapt existing space or to lease

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additional space for the Agency; and oversees the solicitation of bids on needed equipment, facilities, and services from local companies.

- Oversees the Asset Management department. Works with Asset Management department leadership to plans, organize, delegate and monitor implementation programs for all types of maintenance and management activities of HANO's Housing units to ensure decent, safe and sanitary housing for the Housing Authority residents. Conducts quarterly internal asset valuations for all properties.
- Oversees the timely implementation and maintenance of new public housing units within HANO's real estate portfolio; works with Asset Management department leadership to develop preventive maintenance programs for dwelling/non-dwelling facilities grounds, and vehicles and equipment, updates as required and monitors on an ongoing basis.
- Responsible for supervising and directing all Client Services and Training Programs, including Section 3 Compliance and staff relating to training and educational opportunities for residents. Develops training, educational programs, and job opportunities to develop the economic independence of public housing residents.
- Works with Client Services department leadership to expand opportunities by developing partnerships with educational and training organizations, businesses, and other service providers. Works with department staff to coordinate social, health and human services support to residents in training programs.
- Oversees and works with HANOPD to establish systems or processes that result in adequate security at Authority properties, coordinates internal and external resources to address isolated security deficiencies.
- Leads risk management; identifies mitigating factors; develops and implements risk-assessment models and methodologies; gathers risk-related data from internal and external resources; ensures risks are properly documented; and produces reports and presentations for the executive management team that outlines findings, explains risk positions, and recommends changes.
- Works with department leadership to develop and implement departmental policies, standard operating procedures and reports necessary to track public housing and section 8 management assessment program system indicators with the goal of maintaining a high performer status.
- Oversees work performed by a multidisciplinary team of professionals and support staff; delegates assignments and instructions to leaders of departmental units within the operational and support areas of the Agency; gives guidance, evaluates job performance and provides counsel to staff. Determines training needs of Operations Leadership staff.
- Works with the executive management team and independent consultants, as applicable, to execute the Authority's vision, goals, and overall strategic plan through department-based goals and objectives; ensures (in conjunction with appropriate departmental input) the most effective and efficient use of the Agency's resources by allocating and refocusing resources to address key priorities.
- Provides ongoing analysis and critique of existing systems, and reviews and evaluates departmental methods and procedures; identifies with department leaders, change management areas where the Authority can increase its effectiveness; makes recommendations for improvement in a manner that reduces costs while maintaining high levels of service; works with direct reports to develops and facilitates plans that cultivate positive and effective change.

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- Conducts regular strategy meetings with the Real Estate & Development department to ensure that asset investment strategy is consistently maintained.
- Meets with resident councils, neighborhood groups, civic associations, city, state, and federal agencies, and other relevant entities to explain Housing Authority programs, policies, and operations.
- Supports oversight for budget planning and performance in assigned program areas; directs budget planning, expenditures and resolving anomalies; and monitors expenditures and ensures that they are in accordance with planning requirements.
- Conducts research, compiles a variety of statistical and administrative data relating to resident and applicant characteristics, program needs, and the effectiveness of existing programs; analyzes and interprets results and prepares reports as needed.
- Supports the preparation and execution of major reports and investigations, such as the annual HANO audit, the Annual and Five-Year Agency Plan, SEMAP and PHAS submissions, and REAC inspections.
- Stays abreast of public housing matters through careful study of HUD regulations, laws, ordinances, and publications related to public housing.
- Analyzes and interprets legislation and government directives relevant to departmental policy; develops and recommends policy changes.
- Prepares special reports for the Executive Director as directed.
- Performs other duties as assigned.

### BEHAVIORAL COMPETENCIES

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

Strategic Capability and Leadership: Provides mission, sets direction, and inspires others to deliver on organizational mandates.

Program and Project Management: Ability to plan, manage, and evaluate specific activities in order to deliver desired outcomes.

People Management and Empowerment: Establishes and/or supports a culture of professional employee development and enablement, through mentoring, coaching and the use of other feedback mechanisms as appropriate.

Problem Solving and Analysis (Resource Allocation and Analysis): Ability to systematically identify, analyze, and resolve existing and anticipated problems in order to reach optimum solutions in a timely manner.

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.

Client Services: Provides timely, courteous, and quality service to an individual whether internal or external by anticipating individual needs, following through on commitments and ensuring that our clients have been heard.

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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.

Professional Behavior: Demonstrates positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

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

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Integrity: Employee is honest with oneself, coworkers, and clients. Stands up for what is right even in the face of opposition.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

### 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*

- Extensive knowledge of the key policies, procedures, functions and staff in Executive department and in the Agency.
- Established understanding of the social, economic, health, and support needs of public housing populations and communities including affordable housing development using tax credits, tax exempt bonds, private placement financing, and qualified small issues.
- Knowledge of local housing markets, community organizations, and an ability to enlist their active support.
- Knowledge of federal housing programs and guidelines for grant applications as well as pertinent knowledge of federal, state, and local laws, codes, and regulations.
- Proven knowledge of management principles and practices.
- Knowledge of personnel, principles and techniques, including recruitment, training, discipline, and employee/labor relations.

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- Understanding of financial management, including budgeting formation and control, financial forecasting, cost-benefit analysis, and capital improvement programming as well as knowledge of revenue sources and related regulations concerning federal and state funding sources.
- Ability to exercise initiative, sound judgment in analyzing situations, and in making decisions in a timely manner.
- Strong ability to work effectively with, stimulate, and provide leadership to groups and individuals while developing positive, cooperative and supportive relationships with other housing and related agencies at the federal, state and local levels, and uniting diverse interests toward the objective of affordable housing and related programs.
- Strong ability to work effectively and diplomatically with the public and local, state, and federal elected officials and establish and maintain effective relationships with government officials, employees, realtors, developers, landlords, agency clients, and the general public.
- Self-starter, creative problem solver; team oriented; relationship builder, multi-task oriented and a strong mental resolve.

### ***Education and/or Experience***

Bachelor's Degree in Business Administration, Public Administration, Finance, Urban Planning, or a related field; and a minimum of eight (8) years of progressively responsible experience in senior level residential property or assisted housing management, with a minimum of 3 years in administrative policy formulation in a PHA Deputy or Department Director capacity. Master's Degree preferred. An equivalent combination of education and experience may be considered.

### ***Language Skills***

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### ***Mathematical Skills***

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### ***Reasoning Ability***

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to exercise sound independent judgment within established guidelines, and where guidelines are absent, innovates in a responsible manner.

### ***Computer Skills***

To perform this job successfully, an individual must have strong computer skills (Microsoft Office, Accounting Software, and Internet). Must be able to learn other computer programs as required.

### ***Certificates, Licenses, Registrations***

Must possess a valid Louisiana driver's license and have the ability to be insurable under the Agency's insurance plan and adhere to the agency's fleet policy.

**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, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 10 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 usually moderate.

**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, 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.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.