



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Property Manager
DEPARTMENT: Asset Management
DATE POSTED: 03/11/2022
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
SALARY RANGE: PAY Grade G21
\$42,448-\$52,206 (Annually)
\$20.41-\$25.10 (Hourly)

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SUMMARY

The primary purpose of this position is to manage the day-to day operations of assigned property/properties in accordance with established Housing Authority regulations and guidelines. The incumbent enforces leasing agreements and timely rent payments by residents, ensures that all procedures and units are compliant with applicable regulations, and fills vacant units within the acceptable timeframe.

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.

- 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.
- Performs internal occupancy audits of all resident's files in order to assure compliance with admissions and continued occupancy policies and/or housing management procedures. Makes corrections and adjustments as needed.
- Where applicable, implements the Project-Based rent collection procedures and all reporting requirements pertaining to this procedure.
- Performs or oversees pre-leasing, annual and move-out and other type of inspections in accordance with Housing Authority procedures.
- Performs or oversees the annual and interim re-certifications of all residents.
- 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.
- Initiates court proceedings against residents for cause and for non-payment of rent within time frame allowed by law to expedite cases.
- Supervises all assigned development and maintenance staff.

- Monitors the condition of the development to insure the health, safety, and security of the residents, guests, vendors, and employees.
- Counsels residents and makes referrals for resident assistance.
- Maintains 99% rent collection efficiency for all residents in occupancy.
- Answers telephones, investigates complaints and handles inquiries from residents and Authority employees regarding all issues related to the occupancy of the units and related services and tenant support services.
- Reviews or oversees the preparation of work orders and is responsible for the timely.
- Ensures 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.
- Responsible for initiating procurement procedures to insure professional services, support services, material and supplies are properly and timely carried out.
- Oversees the rent collections process to include timely update of the data system and deposit of collections received at the site.
- Prepares or oversees the timely and proper preparation of various management reports on a weekly, monthly and quarterly basis as requested.
- Performs or oversees the unit systems, common areas, and general site inspections, and the applicable preparation and completion of work from work orders.
- Attends resident leadership meetings and activities.
- Sends eviction notices to delinquent residents and follows up on these notices, provides adequate support documentation for Legal to execute evictions for cause.
- Assists in the removal of property for evicted residents.
- Performs or oversees applicant screening, criminal and credit background checks, pre-leasing orientation, eligibility determinations, and all other related activities through the execution of the lease.
- Collects and submits data for insurance claims, follows up on repair work of damaged units, and associated tenant relocations.
- Responsible for the safeguard of all site assigned HANO assets, including the conducting of inventory, disposition requests for surplus equipment, and procurement of replacement of the assets.
- Provides or arranges for the training of all site personnel to insure they are properly prepared to carry out their responsibilities.
- Prepares and monitors expenditures of the site based budget. Keeps expenditures within the budget limits, and timely arranges for budget revisions when warranted.
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- Responsible for monitoring the ACOP and site objectives of the de-concentration rules of the Housing Act to insure an income mix of the tenants is maintained at the site.
- Monitors and enforces the Pet Policy, Satellite Dish SOP and any applicable site-based house rules.
- Responsible for achieving and maintaining optimum performance of the site in applicable agency, departmental, and site based goals and objectives such as vacancies, work orders completion, inspections conducted, TAR, rent collections, vacant unit turnaround time, zero audit findings, zero regulatory compliance deficiencies, tenant files maintenance, and any other assigned goals and objectives that may be adopted from year to year.

- 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:

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 Agency. Uses appropriate judgment & decision making in accordance with level of responsibility.

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; persists despite obstacles and opposition.

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.

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.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

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

- Good working knowledge of HUD assisted housing programs, its procedures; principles, and practices.
- Good working knowledge and two (2) years' experience managing multi-family housing.
- Must be certified Public Housing Manager or obtain certification within one (1) year from date of hire.
- Skill in customer service and resident relations.
- Ability to perform program-required computations with speed and accuracy
- Knowledge of modern principles, practices and techniques of budgeting and bookkeeping.
- Skills in the use of basic office machines; typewriter, calculator, photocopy machine computer equipment.
- Ability to plan, direct and supervise the work of others.
- Knowledge of basic grammar and mathematics.
- Ability to prepare complex reports.
- Ability to communicate effectively orally and in writing.
- Establish and maintain effective working relationships with co-workers, residents, resident councils, 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.
- Valid driver's license.
- Eligibility for coverage under PHA fleet auto insurance.

Education and/or Experience

Bachelor's Degree in business, public administration, or related field and a minimum of three (3) years of experience in a manager or assistant manager capacity at a housing development or an equivalent combination of education and experience. Must possess a valid driver's license and be insurable under the Agency's fleet policy.

Technical Skills

The employee performs a large number of varied tasks that require independent decision-making on a daily basis. Work performed by the employee is both routine and varied in nature. Occasionally, the employee makes decisions regarding unusual circumstances, conflicting data, or other non-routine circumstances. In those cases the employee adapts procedures or develops new approaches to the work.

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the 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; reaching, stooping/crouching, and handling/grasping; operating computers and other office equipment; driving, moving about the properties; viewing and inspecting units; 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

Position generally works at the Agency's properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Agency residents.

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.

