



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Assistant Community Manager – The Estates Housing Community
DEPARTMENT: Asset Management
DATE POSTED: 11/01/2024
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
STARTING GRADE H
SALARY RANGE \$50,000 - \$64,300

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SUMMARY

The Assistant Community Manager of The Estates housing community, under the supervision of the Community Manager, is responsible for assisting in all phases of operation of the 425-unit property, including, but not limited to, general administration, leasing, and monitoring the condition of the property. The Assistant Community Manager may also participate in tenant relations, inventory, reporting, and inspections. This position involves providing supervision and leadership to assigned staff and maintaining compliance with all HUD and Housing Authority directives, policies and procedures. Assistant Community Managers work closely with residents, maintenance teams, and external agencies to create a cohesive and supportive community environment.

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.

- Interviews and communicates with prospective applicants for public housing occupancy, move outs and transfer requests; Reviews applications for completeness; Oversees verification of housing preference eligibility, and confirmation of employment, income, and household size.
- Supervises assigned leasing staff of The Estates community, to include prioritizing and assigning work; approving time; conducting performance evaluations; incident reporting and implementing coaching and disciplinary procedures.
- Assists the Community Manager in performing routine internal occupancy audits of all resident's files in order to ensure compliance with admissions and continued occupancy policies, LIHTC rules and regulations, and/or housing management procedures. Assists in making corrections and adjustments as needed.
- Assists the Community Manager in implementing and enforcing the provisions of the lease agreement and all HUD and Housing Authority policies, Fair Housing regulations, and guidelines as applicable to all residents, as well as those applicable to employees as codified within the Housing Authority employee manual. Addresses any non-compliant issues swiftly and appropriately.

- Prepares transfer recommendation reports for families inappropriately housed.
- Supervises applicant screening, credit and criminal background checks, pre-leasing orientation, eligibility determinations, and all other related activities concerning execution of the lease; Supervises the preparation, processing, and signing of lease agreements and related forms.
- Supervises the annual and interim re-certifications for Public Housing and LIHTC residents and market lease renewals.
- 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.
- Assists the Community Manager in counseling residents and works closely with HANO's Client Services staff to make referrals for resident assistance.
- Assists in monitoring the condition of the housing community to ensure the health, safety, and security of the residents, guests, visitors, vendors, and employees; Assists in performing physical needs assessment and makes recommendations as to what it needed; Assists in supervising any outside contractors working on the property.
- Prepares the timely and proper preparation of various management reports on a weekly, monthly, and quarterly basis as requested.
- Assists the Community Manager in preparing purchase requisitions for services and supplies, and preparing operating, housing occupancy, and related reports.
- Assists the Community Manager in safeguarding all site-assigned HANO assets, including the conducting of inventory, disposition requests for surplus equipment, and procurement of replacement of the assets.
- Assists in the preparation and compilation of documents for support of eviction action against residents for cause or non-payment of rent. Attends court hearings when Community Manager is not available.
- Recommends training of all leasing site personnel to ensure preparedness for all areas of responsibility.
- Attends resident leadership meetings and activities.
- Ensures safety and security protocols are in place and followed at all times.
- Assists in organizing and overseeing community-building activities and programs.
- Assists in executing marketing campaigns for leasing, including promotions and tours of the property and rental units; Assists in maintaining vacancy information reports as required by HUD and the Housing Authority.
- Maintains knowledge of competition and market conditions effecting leasing and operations and makes recommendations to the Community Manager for the marketing models to ensure the property remains competitive and in compliance with applicable federal and state laws.

- Assists Community Manager in monitoring and enforcing the Pet Policy, Satellite Dish SOP and any applicable site-based house rules.
- Responsible for assisting in 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.
- Remains current on and enforces compliance with all laws, rules, regulations, and leases.
- 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 duties of the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, and operational requirements as they apply to The Estates housing community. 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 resolution to 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 to develop alternative solutions; uses strong reasoning and conflict resolution skills.

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.

Interpersonal Skills: Focuses on solving conflict rather than blaming; listens to others without interrupting and maintains confidentiality; Engages in active listening, collaboration, team building and leadership, communicating in a way that moves people and projects forward.

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.

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

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.
- ARM, CAM, CAPS, or CPM designations preferred.
- Good financial acumen and experience with budgeting and financial reporting.
- Skill in the use of basic office equipment: computer, copier, scanner, printer, desk phone, calculator.
- Proficiency with Microsoft Office Suite.
- Ability to perform program-required computations with speed and accuracy
- Knowledge of basic grammar and mathematics.
- Ability to interact with a diverse population.
- Skill in customer service and resident relations.
- Experience in community outreach and engagement.
- Ability to establish and maintain effective working relationships with co-workers, residents, resident councils, general public and persons from outside organizations.
- Ability to handle conflict and resolve issues effectively.
- Strong leadership and team management skills.
- Ability to plan, direct and supervise the work of others.
- Effective communication skills, both written and verbal and within large group settings.
- Ability to plan and organize meetings and other activities; prepare and present a clear and concise narrative and data reporting, and deal effectively with situations requiring tact and diplomacy, yet firmness.
- Strong problem-solving and decision-making skills.
- Strong organization skills with attention to detail and ability to maintain accurate and legible records.
- Must be a certified Public Housing Manager or obtain certification within one (1) year from date of hire.
- Must be certified in Low Income Housing Tax Credits (LIHTCs) or must obtain certification within six (6) months of date of hire.
- Valid driver's license.
- Eligibility for coverage under PHA fleet auto insurance.

Education and/or Experience

Associate's degree in real estate, business, public administration, finance, or related field. A minimum of two (2) years of experience in an assistant manager capacity at a housing development or other multi-family property is preferred. Tax Credit, Section 8, market rate, LIHTC and/or Public Housing experience preferred. An equivalent combination of education and experience may be considered. 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; climbing stairs; and attending onsite and offsite meetings. The employee must be able to communicate via email, in writing 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. May be required to work around cleaning solvents, paint fumes and landscaping chemicals. Evening and weekend work may be required as well as on-call response to emergency or maintenance situations.

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.

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.