



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Community Manager – The Estates Housing Community
DEPARTMENT: Asset Management
DATE POSTED: 11/01/2024
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
STARTING GRADE F
SALARY RANGE \$64,000 - \$83,100

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SUMMARY

The Community Manager of The Estates housing community oversees and manages the daily operations of the 425-unit property, ensuring the property is well-maintained and meets standards set by the Housing Authority of New Orleans. This position involves maintaining budgetary responsibilities, providing supervision and leadership to assigned staff, administrative reporting, and maintaining compliance with all HUD and Housing Authority directives, policies and procedures. 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.

- Reviews and oversees the processing of applications and interviews of prospective residents for all unit types, assignment of dwelling units, leasing functions, and monitoring occupancy and turnaround time of vacant units.
- Supervises the management staff of The Estates community, to include prioritizing and assigning work; approving time, conducting performance evaluations; coordinating staff training; incident reporting, and implementing hiring, discipline, and termination procedures.
- Performs 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. Makes corrections and adjustments as needed.
- Implements and enforces 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.

- Oversees applicant screening, credit and criminal background checks, pre-leasing orientation, eligibility determinations, and all other related activities concerning execution of the lease. Oversees the preparation, processing, and signing of lease agreements and related forms.
- 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.
- Counsels residents and works closely with HANO's Client Services staff to make referrals for resident assistance.
- Monitors the condition of the housing community to ensure the health, safety, and security of the residents, guests, visitors, vendors, and employees. Performs physical needs assessment and supervises any outside contractors working on the property.
- Performs inspections of buildings, grounds, and units to determine repair, service, and other needs; Overseeing the applicable preparation of work orders and reviewing their timely completion by maintenance staff or outside contractor.
- Oversees annual UPCS, housekeeping, move-out and other types of inspections in accordance with Housing Authority procedures.
- Where applicable, implements the Tenant-Based Housing Choice Voucher program rent collection procedures and all reporting requirements pertaining to this procedure.
- Oversees the rent collections process to include timely update of the data system and deposit of collections received at the site. Maintains 99% rent collection efficiency for all residents in occupancy.
- Prepares and oversees the timely and proper preparation of various management reports on a weekly, monthly, and quarterly basis as requested.
- Responsible for initiating procurement procedures with Asset Management leadership to ensure that professional services, support services materials, and supplies are properly procured and executed in a timely manner. Responsible for monitoring contractors, ordering goods, and signing off on all work and purchases.
- Collects and submits data for insurance claims, follows up on repair work of damaged units, and associated tenant relocations.
- Prepares purchase requisitions for services and supplies, manages operating budgets, and prepares operating, housing occupancy, and related reports.
- Oversees the annual and interim re-certifications for Public Housing and LIHTC residents and market lease renewals.
- Prepares and monitors expenditures of the annual site-based budget and maintains accurate financial records for the property, including payroll records, daily bank deposits and control of the cash accounts at

the property. Keeps expenditures within the budget limits, and timely arranges for budget revisions when warranted.

- 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.
- Initiates court proceedings against residents for cause and for non-payment of rent within time frame allowed by law to expedite cases; sends eviction notices to delinquent residents and follows up on these notices, providing adequate documentation support for Legal to execute evictions for cause.
- Supervises the removal of property for evicted residents.
- Provides or arranges for the training of all site personnel to ensure preparedness for all areas of responsibility.
- Coordinates and attends resident leadership meetings and activities.
- Ensures safety and security protocols are in place and followed at all times.
- Organizes and oversees community-building activities and programs.
- Recommends and executes marketing campaigns for leasing, including promotions and tours of the property and rental units. Responsible for maintaining high occupancy of all unit types. Maintains 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 Asset Management leadership for the marketing models to ensure the property remains competitive and in compliance with applicable federal and state laws.
- Responsible for monitoring the ACOP and site objectives of the de-concentration rules of the Housing Act to ensure 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.
- 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:

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.

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: Conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

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.

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.

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.

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.

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

Reliability: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Authority expectations. Performs work in a reliable manner that is both accurate and timely. Ensures a positive record of attendance.

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

Safety Awareness: Employee is cognizant of their 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.

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.

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.

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

Bachelor's degree in real estate, business, public administration, finance, or related field. A minimum of three (3) years of experience in a manager or assistant manager capacity at a housing development or other multi-family property with at least 200 units. 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, 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.