



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Leasing Specialist – The Estates Housing Community

DEPARTMENT: Asset Management

DATE POSTED: 11/01/2024

CLOSING DATE: Until Filled

FLSA CLASS: Exempt

STARTING **Salary Class J**

SALARY RANGE: \$36,400 - \$ 44,500 (Annually)

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SUMMARY

Under the supervision of the Assistant Community Manager, the Leasing Specialist is responsible for delivering superior customer service to current and potential residents of the Estates Community. The leasing specialist will perform a variety of case management duties pertaining to leasing and the HCV/Section 8, Project Based Voucher and LIHTC programs. In addition to warmly greeting visitors and prospective renters, the leasing specialist will be responsible for building a rapport with current tenants to give them personalized service.

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.

- Demonstrates a complete understanding of the leasing and admissions rules as determined in HUD regulations;
- Recognizes needs, goals and desires of current and prospective residents and provides factual and impactful responses, orally and in writing.
- Meets potential renters and guide them on tours of available units
- Develops full knowledge of application information required, screening process and polices regarding HCV/Sec 8, Low-Income Housing Tax Credit (LITHC), and Affordable Housing paperwork.
- Interviews applicants regarding income and family composition in order to determine eligibility for low-income housing as per established federal guidelines.
- Requests all documents required with Request for Tenancy Approval; and notifies clients of missing documents;
- Performs background checks, credit checks and other responsibilities to see if prospective clients meet the eligibility requirements.
- Determines if clients meet affordability as determined by Housing Authority on Request for Tenancy Approval;

- Computes tenant rental amounts, utility reimbursements, and rent increases in order to satisfy program guidelines using knowledge of program regulations.
- Prepares leasing documents using HUD housing program regulations
- Submits leasing documents to Assistant Community Manager for review and approval; obtains signatures from management and clients.
- Coordinates move-in dates, materials, and processes.
- Prepares move-in materials.
- Responsible for proper filling of all resident information and maintaining property files per program requirement.
- Conducts briefing sessions with new participants to explain federal program regulations and lease obligations, as well as public housing quality standards and housing assistance policies, rules and regulations.
- Schedules and conducts annual recertification interviews in a manner that ensures that notices of rent increase are provided at least 30 days before the anniversary date and the entire process is completed by the anniversary date;
- Performs re-examinations, interim interviews and verifies income to determine and maintain eligibility with federal guidelines and regulations.
- Coordinates unit inspections with maintenance for recertifications, move-in, and move out of residents.
- Completes and explains leases to clients during annual re-certification process.
- Maintains property waitlist
- Handles the collection of rent payments, security deposits and application fees
- Answers incoming calls and handles inquiries from applicants, residents and general public.
- Keeps residents informed of any changes to rental agreements or upcoming property issues
- Ensures available and model apartments are fresh and tidy.
- Tours property daily to ensure it is neat, tidy, attractive, and in good repair.
- Courteous, efficient handling of residents' requests and complaints, including creation of work orders.
- Alerts maintenance when issues are identified on the property and in common areas
- Assists with recordkeeping, filing, bookkeeping, and paperwork as required.
- Responsible for maintaining work areas and office in a clean and orderly manner.
- Collaborates with other Estates staff and/or Departments on maintenance issues and HUD program compliance
- Inspects empty units to ensure that they are ready for move-in and assess conditions and needed turn-around repairs for move out.
- Performs other related duties as assigned.

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; 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: 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 assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

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; listens to others without interrupting and maintains confidentiality; Engages in active listening, collaboration, team building and leadership, communicating in a way that moves

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

- Personable, professional and outgoing
- Great organization, project management and time management abilities
- Great customer service skills

- Efficient problem-solving and decision-making skills
- Excellent multitasking and time management skills
- Ability to collaborate and work with a team
- Knowledge of HUD policies, and other Federal, state and local laws, rules and regulations related to low-income housing and Housing Authority policies;
- Knowledge of general office practices and procedures, business English and basic mathematics. Knowledge of spoken and written Spanish preferred but not required;
- Comprehensive and demonstrable knowledge of HUD HQS, inspection procedures and Housing Authority Section 8 policies and procedures;
- Certification in Income, Rent and Voucher program administration **required** within first year of employment (training and test at Housing Authority's expense)
- Excellent communication and interpersonal skills. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and other employees;
- Ability to complete complex and detailed tasks in a timely manner;
- Ability to score appropriately on competency test;
- Ability to plan and prioritize duties.

Education and/or Experience

Two years of college course work and three years of experience in public housing, Section 8, case management, apartment management. Bachelor's degree and Housing Choice Voucher Specialist Certification is preferred. An equivalent combination of education and /or experience may be considered.

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.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

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.

