



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Asset Manager (Property Manager Professional)
DEPARTMENT: Asset Management
DATE POSTED: 02/21/2024
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
STARTING SALARY: **Salary Class H**
\$50,500 - \$64,300 Annually

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SUMMARY

The primary purpose of this position is to provide oversight, support, and compliance monitoring of independent and third-party management entities. The incumbent is responsible for developing long-term resources, preparing budgets, overseeing financial proposals, and ensuring accurate tracking and reporting of expenses and activities.

All activities must support the Housing Authority of New Orleans (“HANO”) mission, strategic goals, and objectives.

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.

- Monitors AMP performance through analysis and review of annual budgets, monthly property management reports, and annual audits.
- Collects and processes data submitted by third-party management entities on a monthly basis.
- Conducts regular physical inspections and onsite management reviews to verify data.
- Performs financial analysis and meets with management entities to discuss monthly and year-to-date budget performance.
- Assists in the development of annual operating budgets.
- Assesses problem areas related to property management and assists in the development of improvement plans.
- Ensures timely and accurate submission of all reports.
- Coordinates physical needs assessments of properties, assists in prioritizing repairs, and managing extraordinary repairs.
- Assists Director of Asset Management in performing multi-year trending and sensitivity analysis on the portfolio.

- Coordinates relocation activities as needed.
- Performs and assumes other 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 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.

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 and 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.

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

- Knowledge of HANO's mission, functions, organization policies and programs, and HUD regulations.
- Strong supervision and leadership skills; commitment to the professional development of staff.
- Knowledge of the general operations and procedures of a multi-family affordable housing.
- Extensive knowledge in private and public sector as it pertains to asset and property management principles and practices; landlord-tenant regulations; barriers to housing opportunities encountered by low-income households, including those with special needs.
- Knowledge of advanced principles, practices and administration of program development, coordination, contract negotiation, and budget preparation.
- Demonstrated skill in interpreting and applying pertinent Federal, State, and local laws, codes, and regulations.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, tenants, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to prepare and present ideas in English, in a clear and concise manner, both verbally and in writing.
- Ability to read and interpret documents such as budgets and procedure manuals.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Ability to perform multiple tasks under pressure while maintaining professional composure under stress.

Education and/or Experience

Bachelor's degree from an accredited college or university in Public Administration, Business Management, Finance, or closely related field and three (3) years of progressively responsible experience in real estate development, asset, and/or property management, with one (1) year of supervisory experience. An equivalent combination of education, training, and experience which provides requisite knowledge, skills, and abilities for this position, may be considered.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook) and should be capable of using internet resources for research and developing reports. 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 sedentary position. Daily movements include sitting; standing; bending; operating computers and other office equipment; moving about the office; carrying items such as books, binders, files, and documents; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally lift and/or move up to 25 pounds.

Employee may be subject to calls outside of normal business hours, due to property management disturbances, criminal activities, etc.

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. Employee also works in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, rough terrains, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset clients in interpreting and enforcing departmental policies and procedures.

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.

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.