



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Customer Experience Manager
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 03/21/2024
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
STARTING SALARY RANGE: **Salary Class G**
\$59,300 - \$ 75,500 (Annually)

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SUMMARY

HANO’s goal is to ensure that applicants, residents, participants and landlords are treated in a courteous and professional manner. The Customer Experience Manager is responsible for the direct supervision of all customer service functions for all of the programs administered by the Housing Authority of New Orleans. The Customer Experience Manager is also responsible for directing the day-to-day operations and long-term performance of the lobby, call center, landlord liaisons, tenant support specialists and other personnel as needed to ensure that the service and information provided is timely and accurate. Reports to the Acting Assistant Director.

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.

- Supervises personnel to ensure optimal services are provided to customers and other related Partners.
- Ensures phone calls are returned promptly and accurately and complaints are investigated and resolved in a timely manner.
- Ensures that the Lobby maintains appropriate service levels.
- Ensures that the Customer Support Specialists maintain appropriate service levels.
- Monitors customer satisfaction and serves as a liaison to resolve concerns.
- Explores ways to communicate with HANO clients using new technology to reduce lobby and call center traffic.
- Ensures consistent messaging through all communication avenues directed by the customer service group including landlord briefings, phone scripts, internal and external portals.
- Works with the teams in housing and program operations to ensure consistency of message and practice.

- Collaborates with the other HANO staff and/or departments on areas that require escalation.
- Works with other teams to improve the customer experience.
- Identifies systemic issues leading to poor customer service and makes written recommendations for improvement.
- Identifies strategies to actively enhance client experiences and offer management advice to consider modifying changes.
- Addresses applicant and client inquiries to expedite voucher leasing along with resolving complaints.
- Recognizes needs, goals and desires of clients and provides factual and impactful responses, orally and in writing.
- Develops and implements a resolution tracking system for escalated customer issues.
- Determines customer service staffing needs, training needs, and program structure.
- Confers with staff regarding workload status; assures adequate staff coverage.
- Interviews staff. Recommend disciplinary actions, promotions, demotions, and terminations.
- Trains staff in department and agency procedures. Conducts regular staff meetings.
- Creates, manages, and updates employee schedules based on business needs.
- Communicates with applicants, participants, landlords/owners, direct reports, and co-workers in a manner that is courteous and professional.
- Develops and maintains knowledge of information on housing assistance programs.
- Organizes and conduct training, marketing events, educational and awareness events promoting HANO and/or HCVP.
- Answers resident and landlord questions regarding program regulations, HANO policies and procedures, etc.
- Participates in the revision of customer service policies and procedures.
- Submits monthly performance reports on customer service metrics such as call center service levels, lobby service levels and landlord service levels.
 - Number of walk-in visitors and reasons
 - Number of phone calls and reasons
 - Number of complaints received
 - Number of complaints resolved
- Provides professional support for the entire Customer Experience team, including case managers, program participants, landlords, property managers, supportive services partners, and others.
- 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.

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 the management skills required to analyze programs, policies, and operational needs.
- Knowledge of HUD, federal, state, and local laws, and regulations, as well as HANO policies and procedures related to the position.
- Knowledge of case management processes including intake, assessment, and referral. Skills in researching information in the system of record.
- Knowledge community resources necessary to refer callers or visitors to HANO.

- Knowledge of the typical problems and needs of the HANO public housing residents, HCV tenant and landlord population.
- Skilled in planning, prioritizing, organizing, directing, and coordinating the work of self and employees.
- Skilled in the analysis of problems and the development and implementation of solutions.
- Skilled in the preparation of clear and precise reports (written and statistical).
- Skilled in composing accurate and timely programmatic reports in compliance with related regulations. Knowledge of and ability to operate office equipment, especially the use of computers for word processing and spreadsheet applications.
- Skilled in operating multi-line business telephone equipment. Experience in handling multiple calls and visitors and the use of message retrieval and transmission systems.
- Ability to compose effective correspondence accurately and timely.
- Ability to handle tense situations in a calm manner, while delivering excellent customer service.
- Ability to present ideas in a clear and concise manner, in English, both orally and in writing.
- 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.
- Skilled in customer service and resident relations.
- Ability to train staff on program operations and customer service so that they can engage with the public effectively.
- Ability to represent the Authority effectively in contacting clients and community/public organizations.
- Ability to understand and follow moderately complex written and oral instructions.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Demonstrated skill in providing instruction on the HUD and HANO program requirements to potential participants.

Education and/or Experience

High school diploma or equivalent required. Bachelor of Arts or Science Degree in Business Administration, Public Administration, Urban Affairs, Urban Planning, City Planning, Accounting, Sociology, Psychology or a related field preferred. A minimum of five (5) years of management experience in public housing, Housing Choice Voucher Program, tax credit housing, and property management strongly preferred. An equivalent combination of education, training, and experience which provides requisite knowledge, skills, and abilities for this position, may be considered. Certification in Housing Quality Standards Inspection, Income, Rent and Voucher program administration required within first year of employment. Valid Louisiana driver's license or obtain such within the first thirty (30) days of employment. Eligibility for coverage under HANO's fleet auto insurance.

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 and HANO's system of record 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.

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.

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.