



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Senior Planning and Operations Analyst

DEPARTMENT: Executive

DATE POSTED: 07/26/2021

CLOSING DATE: Until Filled

FLSA CLASS: Exempt

SALARY RANGE: PAY Grade G33
\$76,231-\$93,754 (Annually)
\$36.65-\$45.08 (Hourly)

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SUMMARY

Under the direction of the Deputy Executive Director, the Sr. Planning and Operations Analyst will provide senior management support to facilitate continuous improvement of HANO's planning, operations, programming, and service delivery with the ultimate goal of achieving "high performer" designation under applicable assessment systems established by the U.S. Department of Housing and Urban Development (HUD). In addition, the incumbent will be responsible for coordinating HANO's planning functions including the development of HANO's Public Housing Agency (PHA) plans, Assessment of Fair Housing (AFH) plans, and other strategic planning processes, while facilitating integration with operating and capital initiatives. The incumbent will liaise with departments in building management and operational efficiencies, and will coordinate/follow up on various requests, projects, and initiatives.

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.

Agency Plans Preparation/Monitoring & Resource Development/Grant Writing

- Coordinates the HANO PHA Agency Plan process, including but not limited to its Five-Year and Annual Plans.
- Designs and leads elements of the Annual Plan process and oversees completion of the requisite HUD Plan template and supporting documents.
- Organizes Plan-related Resident Advisory Board (RAB) meetings and coordinates public hearings as required.
- Facilitates development of Agency goals, objectives with corresponding targets/metrics, and prepares associated statistical reports, policy analyses, and strategy documents.

- Stays abreast of federal, state, and local rental assistance-related appropriations and legislation, both proposed and enacted - summarizing key points and likely impacts on HANO's programs for consideration and potential action by senior management.
- Prepares feasibility studies and assessments, e.g., housing needs assessments; deconcentrating assessments; and demographic analyses.
- Invokes input and coordinates the preparation of Agency responses to RAB and other stakeholder comments on the PHA Plan; as well as to inquiries from other agencies and community organizations.
- Monitors implementation of the Agency's various Plans in accordance with established deliverables, performance benchmarks, and/or quantifiable metrics and prepares related status reports with findings and recommendations.
- Prepares special applications, regulatory waiver requests, as well as letters of interests and formal applications to participate in initiatives such as HUD's Moving to Work (MTW) Program.
- Serves as Agency representative/liaison to various community-based and citywide planning initiatives such as the City of New Orleans Consolidated Plan.
- Leads and coordinates a range of resource development functions (e.g., identifying various funding opportunities; cultivating partnership commitments; data assembly/analysis; and preparation of grant applications and related materials).
- Cultivates interagency partnerships and explores avenues to generate new funding and supplemental resources to support HANO's mission.
- Conducts ongoing policy reviews and provides analysis with regard to new or amended regulations; housing/service programs; industry trends and best practices and their related impact(s) on HANO's Plans.
- Plays a key role in developing and expanding HANO's data analytics, including the implementation of Geographic Information Systems (GIS) mapping tools. Supports staff training efforts on utilization of new tools.
- Expands knowledge base by tracking emerging industry trends, participating in training and professional development seminars, and serving as a member/leader in housing/planning organizations at local, state, and national levels.

Operational Analysis & Executive/Technical Support

- Assists the Deputy Executive Director in structuring dashboards and in developing monitoring tools and reports to track programmatic, operational and systems indicators with the goal of maintaining continuous improvement and high performer status.
- Utilizes data monitoring results to advise Executive personnel on ways to mitigate identified deficiencies and on methods for improving operational outcomes, efficiencies and quality of program services.
- Assists the Deputy Executive Director in performing selected operational initiatives/tasks which may involve coordinating with external stakeholders and preparing related reports and other deliverables as needed.
- Compiles, analyzes, and provides briefings/recommendations on current and proposed HUD regulations, other federal, state, and local laws, as well as general information concerning the operation of Public Housing, Section 8 Housing, Client Self-Sufficiency and Homeownership programs, as well as on Low Income Housing Tax credit and other affordable housing programs.
- Monitors and analyzes routine and ad hoc reports, including statistical performance data, to identify anomalies and outlier metrics that need to be addressed through Executive channels.

- Identifies and develops best practices, progressive processes and tools that can be employed to improve ongoing operational efficiency and customer relations.
- Supports the Deputy Executive Director in managing, maintaining, analyzing and ensuring accuracy of program data and in producing reports and visual presentations that drive policy and program development.
- Collaborates with HANO's Analysts and Information Technology personnel to identify, build, and expand datasets and reports that can be used to enhance operational performance.
- Researches, identifies and develops best practices and tools to ensure continuous process improvement, create ongoing operational efficiencies, and strengthen customer relations.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

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

- Experience in and knowledge of public housing, low income housing tax credit programs, Housing Choice Voucher, Homeownership and other resident self-sufficiency initiatives, and other HUD rules and regulations.
- Good knowledge of federal, state and local laws and regulations pertaining to public housing authorities.
- Knowledge of the Agency's budgeting and accounting principles, practices, and techniques.
- Good knowledge of the principles, practices, and techniques of public housing and housing choice voucher program management.

- Knowledge of housing quality standards and/or other assessment criteria used in the industry and/or required by HUD.
- Ability to establish and maintain effective and courteous working relationships with other Authority employees and residents and persons outside the Authority.
- Ability to maintain adequate records and prepare clear and concise narrative and statistical reports.
- Ability to prepare and monitor complex statistical reports.
- Ability to analyze and interpret regulations and data applicable to a wide range of program and policy concerns.
- Ability to prepare routine and specialized reports and discern provisions in regulatory and operating documents.
- Ability to respond to common inquiries, comments, or complaints from customers, regulatory agencies, or members of the business community.
- Ability to effectively coordinate planning processes through interdepartmental teamwork; organize and prioritize multiple work tasks.
- Ability to coordinate interdepartmental work activities and provide technical assistance as needed.
- Prepare diverse written reports and plans; and present information to senior management, public groups, and/or board of directors.

Education and/or Experience:

Bachelor's degree in Business Administration, Management, Urban Planning or closely related field and five years of professional level experience in the area of planning, performance management, program management, and/or policy development and interpretation or an equivalent combination of education and experience is required. Master's degree or higher is preferred with a minimum of 5 years of planning and/or administrative experience in a complex housing management/development environment. An equivalent combination of education and 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, 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.

