



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Area Maintenance Manager

**DEPARTMENT:** Asset Management

**DATE POSTED:** 03/23/2026

**CLOSING DATE:** Until Filled

**SALARY RANGE:** *HANO offers a comprehensive and competitive total compensation package to include benefits. Salary will be competitive and commensurate with qualifications and experience.*

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## SUMMARY

Under the direction of the Senior Director of Asset Management and Development and Modernization, the Area Maintenance Manager is responsible for overseeing maintenance operations for the Authority's properties. This role ensures all properties are maintained in compliance with federal (HUD), state, and local regulations. The Area Maintenance Manager oversees and develops preventive maintenance programs, manages budgets and vendor relationships, and provides training and support to on-site maintenance teams.

## 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.*

### Leadership and Supervision:

- Supervises and manages the maintenance supervisors and teams to ensure that all maintenance activities are performed efficiently and in compliance with safety standards.
- Oversees and supports maintenance supervisors and teams across the Authority's properties by leading, training, and evaluating staff, including supervisors and maintenance mechanics.
- Trains and mentors maintenance staff on technical skills, safety procedures, regulatory compliance, and best practices for preventive and corrective maintenance, ensuring consistent performance and adherence to company standards.
- Develops and oversees daily maintenance activities, ensures work orders are properly assigned, directs team in completing tasks efficiently, and monitor progress through to completion.

### Property and Facilities Management:

- Develops, schedules, and manages a preventive maintenance program designed to retain Agency properties in safe operating condition for all facilities, buildings, grounds, and equipment (HVAC, plumbing, electrical, etc.).
- Manages maintenance budgets, track expenses, and optimize cost efficiency.

- Ensures compliance with safety standards, building codes, and company policies while maintaining the operational efficiency of electrical and mechanical systems through regular inspections and timely repairs.
- Develops specifications and standardizations for inventory of necessary equipment, maintenance, and repair needs and monitors usage quantities and frequency through review of inventory reports to track utilization of resources.
- Coordinates with property managers to address maintenance priorities and resident concerns.
- Responsible for preparing properties and units for all HUD NSPIRE inspections, HUD HQS inspections, and any other regulatory inspections, including participating in UPCS and HQS pre-inspections, ensuring that work orders are prepared, and that all identified maintenance and repair is completed prior to inspections.
- Performs regular walk-by inspections of Agency properties to identify and resolve unsafe or unsatisfactory conditions requiring maintenance. Addresses any safety issues or hazardous conditions immediately.
- Oversee the prompt preparation of vacant units for re-rental (turnaround time) to minimize income loss and meet standards.
- Oversees and verifies the quality of all vendors performed work by conducting inspections, ensuring adherence to contract specifications, safety standards, and industry best practices, and addressing any deficiencies promptly.
- Responds to after-hour emergency maintenance issues.
- Performs other related duties as required

#### 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.

**Continuous Improvement and Innovation:** Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

**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***

- Ability to plan, direct, and control the activity of others.
- Ability to understand the workings of equipment and systems encountered on the job.
- Knowledge of tools and equipment routinely required to perform the work of the position.
- Ability to work with others.
- Ability to perform maintenance and repairs involving carpentry, plumbing, electrical, painting, HVAC, appliance, and mechanical skills.
- Ability to maintain good rapport with the public, residents, and employees.
- Ability to lift fifty (50) pounds.

- Possess EPA certification for HVAC refrigerant purchase and repair or be willing to obtain certification within 6 months of employment.

### ***Education and/or Experience***

Six (6) years of general maintenance and repair experience in a supervisory and/or management capacity; or any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved. Prefer completion of a formal apprenticeship program or technical school in a related field. Must possess a valid Louisiana driver's license and must be eligible for coverage as defined by the agency's fleet management policy.

### ***Technical Skills***

Knowledge of building and equipment maintenance/repair techniques. Skill in applying building and equipment maintenance/repair techniques. Skilled in both verbal and written communication.

### **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.

- Rarely lift over 150 lbs; occasionally lift 75-150 lbs; frequently lift 25-75 lbs; constant lift 1-25 lbs.
- Frequent standing and walking.
- Frequent bending, stooping, squatting, kneeling.
- Infrequent stair and/or ladder climbing.
- Pushing/pulling equipment, appliances, open/close doors.
- Reaching above shoulders, grasping/gripping/handling tools and equipment.
- Finger dexterity.
- Specific vision abilities include close vision, peripheral vision, depth perception and the ability to adjust focus.
- Speech, visual and hearing abilities that are sufficient to read and view written materials and effectively communicate and interact with staff and third parties, in person and over the phone.

While performing the duties of this job, the employee is frequently required to walk, stand, sit, talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is required to climb or balance, stoop, kneel, crouch or crawl.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is performed indoors and outdoors. During outdoor work, the employee is subjected to various weather and temperature extremes as well as occasional exposure to mechanical or electrical shock hazards, dust, and mists. The employee may be required to use goggles, gloves, masks, safety boots, or other personal protective equipment. Work indoors involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

**Other Requirements**

- Must possess a State of Louisiana driver's license that is current and in good standing; and be eligible for coverage under HANO's Fleet Management Program.
- May be required to work after office hours on the on-call work schedule.
- Must work with the highest degree of confidentiality.
- Must be available for occasional overnight travel for training.

**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, 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.

