



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Armed Security Officer
DEPARTMENT: HANO Police
DATE POSTED: 01/20/2026
CLOSING DATE: Until Filled
FLSA CLASS: Non-Exempt
STARTING
SALARY RANGE: **Salary Class J**
\$36,400 - \$44,500 (Annually)

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SUMMARY

Under the general direction of the HANOPD Lieutenant - Administration, this position performs a wide range of security duties necessary. The Armed Security Officer guards, patrols and monitors premises to prevent theft, violence, or infractions of rules. Maintains order, aids individuals, resolves conflicts, and provides other security services to the residents and employees of the Housing Authority New Orleans (HANO) as necessary. There is frequent interaction with the general public, authority residents and employees.

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.

- Responds to emergency situations at HANO using the appropriate escalation of force level up to and including armed response by established protocols from the HANO Police Department.
- Maintains proficiency in the use of all assigned protective equipment, restraint devices and weapons.
- Observes and reports activities and incidents, providing for the security and safety of HANO property and personnel.
- Preserves order and acts to enforce regulations and directives for HANO pertaining to personnel, visitors, and premises.
- Monitors entrances and exits; acts to prevent unapproved or unlawful entry; controls entrances, the movement of people and vehicles, and parking.
- Patrols on foot or in vehicle; checks for unsafe conditions, hazards, unlocked doors, security violations.
- Observes and reports incidents or suspicious activity to management.
- Responds to incidents of fire, medical emergency, bomb threat, flooding, water discharge, elevator emergency, hazardous materials, inclement weather, and other incidents.
- Prepares logs and reports as required.
- Assesses the need for use of deadly force and less lethal force options including impact weapons, physical control holds, and verbal commands.
- Provides traffic and crowd control; provides non-police related support services as needed.

- Attends applicable state, county and municipal licensing and permit requirements for Security Officers and armed security work and specific protective device and weapons qualifications.
- Other related tasks as assigned and/or required.

BEHAVIORAL COMPETENCIES

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

Adaptability/Decisiveness: Ability and confidence to vary between being flexible and holding firm on a decision, depending on what the situation requires; showing leadership by adjusting one's approach to the demands of a particular task or by taking and maintaining a position in self-assured manner.

Judgment/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.

Conscientiousness: Degree to which someone is honest; has integrity; accepts responsibility for their actions; has high ethical standards; earns the trust of others by consistently demonstrating sound moral principles; does the right thing; reliably fulfills commitments through self-discipline and a sense of duty.

Initiative/Perseverance: Willingness to take action to address needs without being requested to do so; staying on task to completion, particularly in the face of obstacles or other trying circumstances.

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.

Organizational Skills: Ability to identify and set priorities; to plan and effectively allocate resources; to attend to details so that relevant issues are addressed and high quality outcomes result.

Valuing Service and Diversity: Sensitivity to client and community needs and perceptions by providing prompt, efficient and equitable service; involving clients and community in the resolution of problems that affect them.

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

- Works independently and make critical decisions with minimal supervision;
- Enforces and apply all laws; rules and regulations;
- Read, understand and interpret standard official legal documents;
- Exercise judgment and discretion in analyzing and resolving problems;
- Read, correct and prepare clear and concise reports; follow and understand written and oral instructions;
- Demonstrate sensitivity to, and respect for a diverse population;
- Operate a personal computer;
- Learn standard procedures for the use of law enforcement communications;
- Face combative, disruptive persons and determine appropriate level of response force;
- Maintain cooperative working relationships;
- Knowledge of Federal, State and local laws and ordinances;
- Knowledge of Housing Authority policies and procedures;

Disqualifying Criteria

Any person with either of the following conditions need not apply for this position:

- Ever been convicted of, pled guilty or nolo contendere to a Felony.
- Been convicted of, pled guilty or nolo contendere to a Misdemeanor involving any crime against a person or sexual offenses.
- Been convicted of, pled guilty or nolo contendere to any offenses involving violations of civil rights of any person under the Constitution or laws of the United States or any state or territory.
- Used or possessed illegal drugs.
- Used marijuana within three years prior to application.
- Been dishonorably discharged from any military service.
- Been terminated or forced to resign from any law enforcement agency for disciplinary reasons.
- Unacceptable driving record within five years of the date of application, as evidenced by three or more negligent collisions, suspension for moving violations or operating after suspension/revocation of driving licenses; DWI or DUI convictions.

Education and/or Experience

High School Diploma or GED required. Must successfully complete training courses regarding firearms and other courses as deemed necessary. Three years of experience in security or law enforcement work. Must have attained 21st birthday at time of appointment/hiring.

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.

This job is physically demanding; one must be able to satisfactorily perform the duties of the position with or without reasonable accommodation. Work environment may include both indoor and outdoor environments. 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, tenants, and third parties, in person and over the telephone. While performing the duties of this job, the employee is regularly required to sit, stand, and walk. The employee must occasionally lift and/or move up to 50 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.

