



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Director of Maintenance

DEPARTMENT: Asset Management

DATE POSTED: 11/12/2025

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 Director of Maintenance is a senior management role that is responsible for planning, organizing, directing, and coordinating all maintenance, repair, modernization, and contracting activities for the Authority's properties in compliance with federal (HUD), state, and local regulations. These tasks are to be performed at a level that supports the Agency's efforts to achieve the physical condition scores on HUD's evaluation systems. This position ensures all properties achieve high (e.g., UPCS/REAC standards).

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:

- Leads by example and serves as a role model for the standards and behaviors consistent with the mission, core values, and culture of the Agency.
- Responsible for the efficient and effective day-to-day operations of the Agency's maintenance activities.
- Supervise, lead, train, and evaluate maintenance staff, including supervisors and technicians.
- Prioritize, assign, and monitor work orders and projects to ensure timely completion and quality control.
- Promote workplace safety awareness, develop safety programs, and ensure compliance with OSHA and other safety regulations.
- Establishes training program for maintenance personnel and oversees on-the-job training of employees, develops effective plans and procedures to improve maintenance operations, and ensures departmental performance complies with federal assessment programs.

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.).

- Assists the Senior Director in the decision process of future maintenance priorities and the coordination between private contractors and maintenance staff.
- Makes decisions on whether to repair or replace damaged property within established parameters. Makes estimates for time and materials needed for a variety of maintenance tasks such as electrical, and gas, water, and sewer lines and the upkeep of community grounds. Ensures procurement protocol is followed and, within established parameters, submits and/or authorizes acquisition of proper equipment, materials, appliances, supplies, and services to meet project and Agency needs in a timely manner.
- May recommend major purchases of materials on the basis of anticipated changes in prices or unusual availability situations.
- 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.
- Calculates and analyzes trends and projections to establish minimum and maximum inventory levels and reorder quantities.
- 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.
- Conduct regular inspections of units and facilities to identify maintenance needs and ensure compliance with standards like Uniform Physical Condition Standards (UPCS).
- Demonstrates continuous efforts to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality, seamless customer service.
- Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.
- Responds to after-hour emergencies as required.

Administration and Compliance:

- Develop and manage the departmental operating, capital, and non-routine budgets, monitoring expenditures to ensure adherence.
- Administer purchasing and procurement activities, including obtaining bids, managing inventory, and ensuring compliance with HUD and local requirements.
- Interpret and implement HUD rules, federal/state/local laws, and Agency policies related to property maintenance.
- Prepare and submit required reports, records, and statistics accurately and on schedule to the Senior Director, and other stakeholders both internally and externally as directed.
- Coordinates inspection of damage to Agency-owned properties with maintenance staff and makes determinations regarding any resident responsibility for repair. Coordinates assessing resident charges with appropriate Agency staff, in accordance with Agency protocol.
- Participates in the development of scopes of work, requests for proposals (RFP's), invitations for bids (IFB's), requests for quotes (RFQ's), or indefinite-delivery, indefinite-quantity (IDQ) proposals.

Project and Contract Management:

- Oversee major contracting and construction activities, working with architects, engineers, and external vendors/contractors.
- Develop scope of work and specifications for modernization and capital projects.
- Coordinate and monitor service agreements and maintenance contracts.

Resident and Community Relations:

- Ensure a high level of customer service in responding to resident inquiries and maintenance requests.
- Act as a liaison between the Agency, residents, vendors, and public/governmental agencies for HANO's maintenance related activities.
- 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 create status reports and other reporting documents.
- Ability to maintain good rapport with the public, residents, and employees.
- Knowledge of budgeting and procurement.
- Ability to lift fifty (50) pounds.

Education and/or Experience

An Associate degree in Construction Management, Engineering, or Industrial Arts or related program. Seven (7) years of progressively responsible experience in construction, contracting or maintenance. Three (3) years or more of managerial or supervisory experience in maintenance construction or contracting, or an equivalent combination of education and experience. An equivalent combination of education and experience may be considered.

The following Certifications must be obtained within one (1) year of employment:

- Fair Housing
- Uniform Physical Condition Standards (UPCS)

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.

- Work is performed both indoors and outdoors, and involves physical exertion common to the construction, rehabilitation, and maintenance industries, such as long periods of standing and walking on rough terrain.
- Normal physical activity can be tedious and require heavy lifting, carrying, and prolonged standing, walking, reaching, bending, pushing, pulling, kneeling, crouching, stooping, climbing, balancing and lying prone. The employee must use arm strength to manipulate hand tools such as saws, sanders, and jointers.
- Work sometimes involves moderate risks and discomfort common to architects, engineers, and contractors; and may require occasional use of personal protective equipment.
- Must be able to sit or stand for up to eight (8) hours at a time while performing work duties.
- Must be able to bend, stoop, push, pull, carry, lift, climb, kneel, or crawl in the performance of work-related duties.
- Must have a sufficient sense of balance for standing on a ladder of at least six (6) feet in height for an extended time period of time.
- Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
- Must be able to operate hand tools, power tools, and equipment (e.g., drills, wrenches, hammers, pliers, electrical meters, saws, threaders, plumbing snakes, etc.).
- Work requires spatial perception, finger and manual dexterity.
- Must have normal color perception to differentiate colors of electrical wiring, etc.
- Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
- Must have vision and hearing corrected to be able to legally operate a vehicle in various environmental and traffic conditions and perform essential job functions.
- Ability to meet aggressive deadlines and manage multiple priorities.
- Must maintain a professional appearance and portray a positive image for the Agency.
- Must maintain punctuality and attendance as scheduled.

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.

