



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Maintenance Aide
DEPARTMENT: Asset Management
DATE POSTED: 08/04/2026
CLOSING DATE: Until Filled
FLSA CLASS: Non-Exempt
STARTING **Salary Class K**
SALARY RANGE: \$30,800 - \$ 36,900 (Annually)

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SUMMARY

Under the general direction of the Maintenance Supervisor, the Custodian performs routine cleaning and maintenance duties to ensure that all facilities are clean and well maintained. Responsibilities include cleaning and sanitizing buildings, performing minor maintenance tasks, reporting safety hazards or needed repairs, and ensuring the property remains clean and well maintained. The Custodian supports the overall upkeep of the property by completing daily assignments efficiently and assisting with emergency or special cleaning needs as required.

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.

- Responsible for cleaning and maintaining lobbies, hallways, elevators, stairwells, restrooms, laundry rooms, and other shared areas. Disinfect elevators buttons and thoroughly wipe all handrails.
- Perform comprehensive floor care, including sweeping, mopping, buffing and maintaining all floor surfaces to ensure a clean and safe environment.
- Empties building trash receptacles and transport waste to main dumpsters.
- Replaces bulbs, tighten fixtures, report leaks, assist maintenance staff with minor repairs.
- Responds to cleaning requests, spills, and related concerns with professionalism.
- Maintains clear walkways, identify hazards, follow OSHA and building safety protocols.
- Performs general grounds cleanup, including sweeping litter from walks and driveways; removes trash and picks up paper and debris on grounds areas, parking lots, and other assigned areas; empty waste receptacles.
- Mix cleaning agents safely. Maintain OSHA-compliant Material Safety Data Sheets.
- Documents broken lights and immediately reports faulty doors, leaks, physical hazards, broken fixtures, or other maintenance issues to management.

- Requests replenishment before supplies run out.
- Assists maintenance teams with turning over vacant units or moving heavy supplies.
- Performs other duties as assigned or performing other functions commensurate with the qualification of this position.

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 resolution to 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 duties of the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, and operational requirements as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

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.

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.

Interpersonal Skills: Focuses on solving conflict; listens to others without interrupting and maintains confidentiality; Engages in active listening, collaboration, team building and leadership, communicating in a way that moves people and projects forward.

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. This position requires that the incumbent possess a valid Louisiana State driver's license and acceptable driving record at time of appointment and throughout employment in this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

- Demonstrated understanding and concern for work-safety
- Self-motivated
- Knowledge of proper cleaning techniques, materials and equipment
- Attention to details in maintaining clean and sanitary facilities
- Ability to identify and report maintenance issues or safety hazards
- Reliability and strong time management skills to complete tasks efficiently
- Ability to lift, move or carry objects as required for cleaning maintenance duties
- Strong communication skills for interacting with staff, residents, and supervisors
- Ability to work independently with minimal supervision
- Problem solving skills to address spills, emergencies, or unexpected cleaning needs
- Commitment to maintaining a clean, safe and professional environment.

Education and/or Experience

High school diploma or general education degree (GED). Three years of experience in general facility maintenance and janitorial work is preferred, along with basic skills in minor maintenance tasks. Must have a valid driver's license meet the requirements to be an authorized driver of HANO's fleet vehicles.

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 position, the physical demands are moderately heavy and the noise level in the work environment is moderate. The employee may occasionally lift 75–150 lbs., frequently lift 25–75 lbs., and continuously lift 1–25 lbs. Duties require frequent standing, walking, bending, stooping, squatting, kneeling, and climbing stairs or ladders. The employee must also be able to push and pull equipment, operate cleaning tools, open and close doors, reach above shoulder level, and grasp or handle various tools and materials necessary to complete assigned tasks.

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.

Position generally works at the Agency's properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud. Required to work with cleaning solvents and maybe work around paint fumes and landscaping chemicals. Evening and weekend work may be required.

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.

