



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Quality Assurance Manager
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 02/25/2026
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
STARTING SALARY RANGE: **Salary Class G**
\$59,300 - \$ 75,500 (Annually)

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SUMMARY

HANO’s goal is to ensure that applicants, participants, and landlords are treated in a courteous and professional manner. The Quality Assurance Manager is responsible for monitoring the performance contracted third-party call center, Gilson Housing Partners, to ensure that the customer service representatives deliver high-quality customer service, comply with all federal and state regulations, contractual performance standards, and support HANO’s mission to provide safe, decent, and affordable housing to the residents of New Orleans. The Quality Assurance Manager will also be responsible customer service functions, day-to-day operations, and long-term performance of the lobby and other personnel as needed to ensure that the service and information provided is timely and accurate.

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.

Oversight & Compliance

- Act as HANO’s representative in ensuring tenants, landlords, and applicants receive courteous and professional assistance.
- Serve as HANO’s primary liaison for monitoring Gilson Housing Partners’ call center operations.
- Analyze complaint trends to identify systemic issues and work with internal and external partners to implement corrective measures.
- Ensure compliance with HUD regulations, HANO policies, and contract requirements.
- Review and interpret service level agreements (SLAs) to track adherence to key performance indicators (KPIs) including call wait times, abandonment rates, resolution rates, and customer satisfaction.
- Conduct periodic audits of call recordings, case handling, and reporting to verify accuracy, professionalism, and policy compliance.
- Other duties as assigned.

- Conducts Quality Control compliance reviews of the various programmatic elements of the Authority's operations (e.g., application and intake processes, re-examinations, inspections, etc.)
- Conduct annual re-examinations for program participants identified as HANO employees.
- Performs other duties as assigned.

Quality Assurance & Performance Monitoring

- Develop and implement a robust quality assurance framework, including evaluation tools, call scoring rubrics, and performance dashboards.
- Audit 10% of the recorded calls to ensure compliance with the agency's policies and procedures.
- Track call center metrics and generate performance reports for HANO leadership and the Board of Commissioners.
- Identify service delivery gaps and recommend corrective actions to improve performance.
- Partner with Gilson Housing Partners' management team to implement continuous quality improvement initiatives.

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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.

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.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

- Bachelor's degree in public administration, Business, Social Services, or related field required; Master's degree preferred.
- Minimum 5 years of experience in quality assurance, compliance, or call center management, preferably within a housing authority, PHA, or public service organization.
- Demonstrated experience monitoring third-party vendors and managing contracts.
- Knowledge of HUD regulations, Housing Choice Voucher (HCV) program, and affordable housing programs strongly preferred.

Skills & Competencies

- Strong analytical skills with ability to interpret performance data and identify trends.
- Excellent communication, negotiation, and report-writing skills.

- Proficiency with call center monitoring tools, QA software, and Microsoft Office Suite.
- Ability to foster collaborative relationships with vendors, tenants, landlords, and internal staff.
- Commitment to HANO's mission and values, with high ethical standards and professionalism.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook) and should be capable of using internet resources and HANO's system of record for research and developing reports. Must have the 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a sedentary position. Daily movements include sitting; standing; bending; operating computers and other office equipment; moving about the office; carrying items such as books, binders, files, and documents; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally lift and/or move up to 25 pounds.

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.

Office environment. The noise level in the work environment is usually moderate.

Occasional evening or weekend work may be required to address urgent issues or reporting deadlines

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, 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.