



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Section 3 Program Coordinator
DEPARTMENT: Strategic Planning
DATE POSTED: 06/01/2026
CLOSING DATE: Until Filled
FLSA CLASS: Non-Exempt
STARTING SALARY RANGE: **Salary Class G**
\$59,300 - \$ 75,700 (Annually)

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SUMMARY

Reporting directly to the Senior Strategic Initiatives & Innovation Analyst, the Section 3 Program Coordinator is responsible for ensuring compliance with HUD regulations. This position drives economic opportunities for low-income residents by managing employment, training, and contracting goals for agency projects. Duties include certifying Section 3 workers and businesses, conducting outreach, and tracking reporting metrics. This position works closely with HANO's Development and Modernization Departments, contractors, vendors, residents, the general public, HUD, DOL, municipal partners and developers.

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.

1. Compliance & Monitoring

- Assist with the oversight of the agency's adherence to HUD's Section 3 rules and policies.
- Works with management to review and approve Section 3 plans submitted by contractors, subcontractors, and subrecipients.
- Ensure contractors meet the minimum benchmarks for hiring Section 3 workers and awarding contracts to Section 3 business concerns.

2. Outreach & Engagement

- Identify and certify eligible Section 3 residents (low/very low-income individuals) and Section 3 business concerns.
- Build partnerships with local workforce development boards, labor unions, and training programs to connect residents with jobs.
- Host outreach events and job fairs to educate residents about employment and apprenticeship opportunities.

3. Economic & Business Development

- Provide technical assistance to Section 3 business concerns to help them understand and bid on housing authority contracts.
- Maintain active registries of local Section 3 workers and businesses to facilitate hiring and procurement matches.

4. Reporting & Record Keeping

- Collect and report program data.
- Document all efforts and results in accordance with HUD regulations.

5. Section 3 Employment & Training

- Monitor and assist with Section 3 efforts throughout HANO.
- Post and update Section 3 information on the HANO website.
- Advertise solicitations on the website and local newspapers.
- Document Section 3 hiring within HANO.
- Develop and implement a procedure to notify Section 3 residents about upcoming training and employment opportunities.
- Utilize Apricot to identify and source Section 3 eligible candidates with required job skills or qualifications and coordinate necessary training to ensure readiness for employment opportunities.
- Monitor the Section 3 resident hiring process.
- Maintain a database of qualified Section 3 residents actively seeking employment.
- Promote Section 3 among public housing residents, housing choice voucher participants and other HANO affiliates.
- Post employment and training opportunities throughout the public housing properties and communicate it to the FSS participants.
- Represents HANO at meetings or with contractors and resident organizations as assigned.
- Works closely and cooperatively with HANO staff and contractors to facilitate planning, program operations, etc. to enhance compliance.
- Undertakes special assignments as directed.

BEHAVIORAL COMPETENCIES

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

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.

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.

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

- Ability to think analytically, organize workday and flow and concisely communicate with professionalism and respect.
- Considerable knowledge of computer applications and ability to use computer and software knowledge to operate and maintain computerized data bases, records.
- Ability to exercise mature judgment.
- Ability to effectively communicate with other staff, public entities, agencies, contractors and others in a professional manner.
- Ability to analyze documents, compare to regulations, prepare reports, calculate statistics, as well as to make detailed, sound recommendations.

Education and/or Experience

Bachelor's degree in business administration, public administration, Urban Planning, Social Work, or a related field. 3–5 years of experience in economic development, workforce development, contract compliance, or community outreach. Direct, hands-on understanding of HUD regulations (24 CFR Part 75) and procurement/hiring processes is a plus. An equivalent combination of education and experience may be considered.

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

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 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.