JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Senior Asset Manager

DEPARTMENT: Asset Management

DATE POSTED: 10/26/2026

CLOSING DATE: Until Filled

FLSA CLASS: Exempt

STARTING SALARY RANGE: **Salary Class E** $69,800 - $ 90,600 (Annually)

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SUMMARY

Under direction of the Director of Asset Management, the Senior Asset Manager is a key team member that is responsible for the oversight of a portfolio of mixed-finance and conventional public housing properties, ensuring their physical and financial health. This position is responsible for assessing property performance, monitoring compliance with all HUD, HANO, and other regulatory and investor requirements, performing trend analysis, managing a dynamic set of relationships, positioning the portfolio to deliver financial results, and preparing reports to ensure the long-term viability of the agency's real estate portfolio and our ability to provide quality affordable housing. The Senior Asset Manager will contribute to the overall strength of the Asset Management team by bringing exceptional judgment and resourceful problem-solving skills to our affordable and mixed-income housing stewardship.

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.

- Analyze properties on a variety of dimensions, including operational performance, physical condition, program compliance, and strength of market.
- Perform data collection and verification as necessary to track property performance.
- Monitor third party owners and property management entities to include regular evaluation of all contract and regulatory compliance of each entity to operating agreements and contracts with HANO and HUD. Make recommendations regarding management non-compliance or default to the Director of Asset Management as necessary.
- Monitor the physical condition of HANO's portfolio through regular property site visits, review of management reports, and Capital Needs Analyses.
- Provide technical assistance and HANO policy guidance to third party owners and property management entities.

- Coordinate with third party owners and property management entities to resolve resident issues brought to the attention of HANO or HUD.
- Arrange and coordinate portfolio-wide contracts as needed.
- Assist with the preparation of annual Operating Subsidy submissions to HUD.
- Assist with the preparation of annual operating budgets for HANO-managed properties.
- Coordinate the submittal of all compliance reports to HUD, IRS, investors, lenders, regulatory agencies, and others as necessary.
- Work collaboratively across HANO departments to ensure that all investor and lender reporting requirements are satisfied.
- Review each property's operating budget, financial statements, and audits to measure property performance against projections and annual budgets and make recommendations to address financial performance issues.
- Analyze monthly property financial statements and monthly property reports and notify the Director of Asset Management of any performance issues.
- Develop and implement monitoring tools as needed.
- Conduct public housing policy research and draft policy and lease revisions at the direction of the Director of Asset Management to ensure compliance with HUD and other regulatory agency policies. Work collaboratively with other HANO departments to ensure policy consistency across the agency.
- Review management policies and procedures across HANO's portfolio, and make revisions as needed to ensure compliance with HUD and other regulatory agencies' policies.
- Complete other tasks as requested to ensure that properties are in compliance with reporting, record keeping, and related requirements, including data entry into HANO's management data system.
- Coordinate and conduct trainings on HUD and HANO policies and procedures, as well as HANO's management data system, for HANO staff and staff of third-party owners and property management entities.
- Work collaboratively with other HANO departments to assist with the analysis of Year 15 investor exits from LIHTC deals.
- Coordinate with the Director of Asset Management to address issues regarding modernization, extraordinary repairs, and new development.
- Review development proposals and provide analysis and recommendations to the Director of Asset Management as needed.
- Perform other duties as assigned.

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.

Job Competencies

- Strong working knowledge of HUD assisted housing programs, HUD Asset Management, and Low-Income Housing Tax Credits procedures, principles, and practices.

- Strong working knowledge of and preferably two (2) years' experience managing multi-family housing.
- Must be certified Public Housing Manager or obtain certification within one (1) year from date of hire.
- Must be certified in Low Income Housing Tax Credits (LIHTCs) or obtain certification within six (6) months of date of hire.
- Excellent written and verbal communication skills. Proficient in preparing and executing high quality written deliverables.
- Excellent analytical skills with the ability to read, interpret, and prepare statistical reports and calculations.
- Proficient with accounting and management software including Microsoft Office products.
- Proficient in developing and managing budgets for multiple developments and ownership entities.
- Establish and maintain effective working relationships with co-workers, residents, third party owners and managers, the general public, and persons from outside organizations.
- Ability to plan and organize meetings and other activities; prepare clear and concise narrative and statistical reports, and deal effectively with situations requiring tact and diplomacy with firmness.
- Strong personal organizational and planning skills to effectively manage multiple projects.
- Ability to promptly acquire working knowledge of HANO-specific guidelines, policies and procedures.
- Ability to engage and direct multiple resources to create project focus and direct work delivery.
- Ability to negotiate solutions to complex problems and expedite issue resolution with various internal and/or external parties.
- Ability to be flexible as to work environment and assigned tasks.
- Self-motivated with demonstrated leadership skills.
- Valid driver's license.
- Eligibility for coverage under PHA fleet auto insurance.

Education and/or Experience

Bachelor's degree from an accredited college or university with a major in management, business administration, finance, social policy/social science, public policy, or other related field is required. Minimum of five (5) years of real estate management experience, or equivalent combination of education and experience. Master's degree in related field and specific experience in multi-family housing, HUD programs, federal procurement, and property/asset management is desirable. Professional designations in Multifamily Management or Low-Income Housing Tax Credits from NAA, IREM, NAHRO, NAHMA, or NCHM desired. An equivalent combination of education and experience may be considered.

Technical Skills

The employee performs a large number of varied tasks that require independent decision-making on a daily basis. Work performed by the employee is both routine and varied in nature. Occasionally, the employee makes decisions regarding unusual circumstances, conflicting data, or other non-routine circumstances. In those cases, the employee adapts procedures or develops new approaches to the work.

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 may be performed indoors or outdoors. 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.

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.