



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Senior Leasing Specialist

DEPARTMENT: Asset Management

DATE POSTED: 08/05/2026

CLOSING DATE: Until Filled

FLSA CLASS: Non-Exempt

STARTING Salary Class I

SALARY RANGE: \$44,000 - \$54,900 (Annually)

[Click Here to Apply](#)

SUMMARY

Under the supervision of the Assistant Community Manager, the Senior Leasing Specialist is responsible for reporting, overseeing the work of the leasing specialist, and delivering superior customer service to current and potential residents of the assigned community. The Senior Leasing Specialist will perform a variety of case management duties pertaining to recertifications, HUD reporting, eligibility reviews, quality control and occupancy reporting. In addition to warmly greeting visitors and prospective renters, the Senior Leasing Specialist will be responsible for building a rapport with current tenants to give them personalized service.

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.

- Demonstrates a complete understanding of the leasing and admissions rules as determined in HUD regulations;
- Possesses full knowledge of application information required, screening process and policies regarding HCV/Sec 8, Low-Income Housing Tax Credit (LITHC), and Affordable Housing paperwork.
- Reviews eligibility determinations made by Leasing Specialist to ensure decision meet established federal guidelines.
- Reviews all documents submitted with Request for Tenancy Approval; and notifies Leasing Specialist of missing documents;
- Reviews all leasing documents using HUD housing program regulations
- Submits leasing documents to Assistant Property Manager for approval
- Responsible for quality control of all resident information and maintaining property files per program requirement.

- Ensures that all participant files are complete and accurate files with all necessary participant- supplied documents and third-party verifications (or documentation of why third party verifications are not present);
- Ensures that every participant file contains Requests for Tenancy Approval, HAP contracts (with HUD-required Tenancy Addendum) Inspection reports, rent reasonableness determinations and leases.
- Performs re-examinations, interim interviews and verifies income to determine and maintain eligibility with federal guidelines and regulations.
- Ensures all information (complete information for the Annual Re-certifications, only changed information for the Interim) is documented using EIV when available, otherwise third-party verifications or documentation of why third-party verification was unavailable
- Maintains property waitlist
- Responsible for completing occupancy reporting, monitoring leasing activity, and preparing required HUD reports.
- Works cooperatively with other members of the site management team, adjusting workload as necessary for optimum property operations or when other members are absent;
- Investigates and resolves resident complaints minimizing involvement of supervisor to the satisfaction of all parties;
- Communicates with applicants, residents, vendors and co-workers in a manner that is courteous and professional;
- Answers resident and prospective resident questions, providing information on status of rent, maintenance requests, property inspections, provisions of the lease and contract, program regulations, Housing Authority policies, and procedures, etc.;
- Provides clients with information on HANO policies and procedures, and responds to requests for information within the scope of authority;
- Answers incoming calls and handles inquiries from applicants, residents and general public.
- Alerts maintenance when issues are identified on the property and in common areas
- Responsible for maintaining work areas and office in a clean and orderly manner.
- Performs other related 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.

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

- Personable, professional and outgoing
- Great organization, project management and time management abilities
- Great customer service skills
- Efficient problem-solving and decision-making skills
- Excellent multitasking and time management skills
- Ability to collaborate and work with a team
- Knowledge of HUD policies, and other Federal, state and local laws, rules and regulations related to low-income housing and Housing Authority policies;
- Knowledge of general office practices and procedures, business English and basic mathematics. Knowledge of spoken and written Spanish preferred but not required;
- Comprehensive and demonstrable knowledge of HUD HQS, inspection procedures and Housing Authority Section 8 policies and procedures;
- Certification in Income, Rent and Voucher program administration **required** within first year of employment (training and test at Housing Authority's expense)

1555 Poydras St., Suite 1800, New Orleans, LA 70112 · TEL: (504) 670-3300 · FAX: (504) 286-8835

MWBE/EOE

- Excellent communication and interpersonal skills. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and other employees;
- Ability to complete complex and detailed tasks in a timely manner;
- Ability to score appropriately on competency test;
- Ability to plan and prioritize duties.

Education and/or Experience

Two years of college course work and three years of experience in public housing, Section 8, case management, or apartment management. Bachelor's degree and Housing Choice Voucher Specialist Certification is preferred. An equivalent combination of education and /or experience may be considered.

Mandatory Requirements

Must have a valid Louisiana Driver's License and meet the eligibility requirements for coverage under HANO's fleet auto insurance.

Technical Skills

To perform this job successfully, an individual should have an above average ability using the computer software such as MS Word, Excel and Outlook. Above average skill in the use of search engines on the Internet. Ability to learn other computer software programs as required by the housing authority. Must have ability to adjust actions and strategies as needed, apply new solutions to problems and adapt to changes in policies and procedures.

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.

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.