



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Tenant Support Specialist

DEPARTMENT: Asset Management

DATE POSTED: 08/05/2026

CLOSING DATE: Until Filled

FLSA CLASS: Non-Exempt

STARTING Salary Class K

SALARY RANGE: \$30,800 - \$36,900 (Annually)

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SUMMARY

Reporting to the Assistant Property Manager, the Tenant Support Specialist serves as a key point of contact for residents, providing responsive, courteous, and solution-focused customer service. This role supports daily front-office operations, coordinates resident communications, and ensures timely follow-up on service needs. The Tenant Support Specialist contributes to a positive resident experience by maintaining professionalism, accuracy, and empathy in all interactions.

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.

- Provide front-line customer service by greeting residents and visitors, addressing inquiries, and directing individuals to appropriate resources
- Manage reception duties, including answering phones, responding to emails, and assisting walk in residents
- Receive, document, and process maintenance work orders, ensuring accuracy and timely entry into the system
- Coordinate and distribute resident communications such as notices, updates, and informational materials
- Schedule appointments for maintenance services, meetings, and resident support activities
- Track resident concerns and issues, monitor progress, and follow up to ensure satisfactory resolution
- Maintain organized records, logs, and documentation related to resident interactions, work orders, and appointments
- Collaborate with internal teams to support effective workflow, information sharing, and service delivery
- Assist with special projects, resident events, and administrative tasks as needed

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

MWBE/EOE

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

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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

- Excellent written and verbal skills are needed.
- Provide close attention to details.
- Able to operate a PC and calculator with medium speed.
- Demonstrate an understanding of customer service.
- Independent worker and ability to prioritize and organize on a daily, weekly, and monthly basis.
- Ability to relate and communicate with persons of diverse backgrounds and abilities.
- Ability to interview participants and elicit information
- Ability to quickly learn complicated regulations and policies.
- Ability to analyze information and draw correct conclusions.
- Ability to coordinate several concurrent activities simultaneously.

Education and/or Experience

High School diploma or G.E.D required. Associates Degree is preferred. The position requires a minimum of three years of administrative support experience, with at least two in the Housing field; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed.

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.