

### CREATING COMMUNITIES. BUILDING TRUST.



If you are interested in this exceptional opportunity to join a committed team dedicated to the development and preservation of vibrant neighborhoods in a manner that promotes self-sufficiency and economic opportunities, please submit a detailed resume immediately to:

**Kimberly Sallie**

E-mail: [kimberly@gansgans.com](mailto:kimberly@gansgans.com)

Phone: (813) 986-4441 ext. 7112 | Fax: (813) 986-4775

Should you have any questions in consideration of your own interest, or a referral of a colleague, please contact us at the number above.

## Gans, Gans & Associates

7445 Quail Meadow Road, Plant City, FL 33565 ♦ 813-986-4441

[www.gansgans.com](http://www.gansgans.com)



## Housing Authority of New Orleans

The history of public housing in New Orleans is complex, marked by economic and social challenges while providing much-needed housing and a sense of community for this city's poverty-stricken. With the passage of the U.S. Housing Act of 1937, the federal government began funding the construction and operations of housing for low-income households. The first Public Housing development was constructed shortly thereafter, in the 1940's, in a manner similar to the government-funded communities of that era. Notably, they were built as low-rise red brick structures in superblock configurations. While attractive in its day, by the 1970s, public housing in New Orleans had deteriorated to the point where units were no longer habitable under basic living standards.

In the early 1990s, HUD introduced the HOPE VI grant program that funded the redevelopment of distressed public housing sites into traditionally designed neighborhoods for a variety of income groups. This model encouraged higher quality construction, and the design of street patterns that would integrate the site into the fabric of the surrounding neighborhood. HANO and other housing authorities across the country contracted private developers and property managers to enhance the long-term viability of these new communities. Since the late 1990s, HANO has redeveloped several of its public housing sites under this model.

Much of HANO's housing stock was destroyed in 2005 as a result of Hurricane Katrina. After assessing the damage, HANO undertook a massive redevelopment program to replace and modernize its housing communities. With cost estimates exceeding \$1 billion to merely renovate the 1940's-era buildings, HUD authorized funding for the total demolition and recreation of the four main public housing sites - Lafitte, St. Bernard, B.W. Cooper and C.J. Peete (known as "the Big Four")- along with the continuation of previously started redevelopment activities at Desire, Fischer, St. Thomas and Guste. Four companies have signed on to redevelop the Big Four. Columbia Residential is redeveloping the St. Bernard, Providence Enterprise is redeveloping Lafitte, while KBK Enterprises and Central City are the developers for B.W. Cooper and C.J. Peete respectively.

HANO's overall portfolio is comprised of ten large-scale housing communities as well as scattered site properties dispersed throughout the city. HANO's communities include The Estates [formerly Desire], New Florida, River Garden [formerly St. Thomas], William J. Fischer, Harmony Oaks [formerly C.J. Peete], Marrero Commons [formerly B.W. Cooper], Guste Homes, Columbia Parc [formerly St. Bernard], Bienville Basin [formerly Iberville], and Faubourg Lafitte.

The Housing Choice Voucher Program (HCVP), that provides Section 8 vouchers to eligible families, currently administers more than 18,000 tenant and project-based vouchers.

## Position Summary

Under the general direction of the Deputy Executive Director, the Director, Asset Management is charged with the fiduciary responsibility of monitoring and protecting the Housing Authority's real estate portfolio comprised of Public Housing, Section 8, Low Income Housing Tax Credit Units, and other mixed-income unit types. In addition, the Director is expected to actively support and engender the development and maintenance of sound asset management practices. The Director will ensure that measures are in place to provide easy identification and diagnosis of problems with investment properties, asset repositioning, and develop action plans aimed at resolution of such problems. The Director is responsible for all activities associated with the day-to-day operations of the Housing Authority's portfolio – including property management and maintenance of the structures, agency owned/operated buildings, facilities, grounds and distribution systems, establishing budgets and monitoring property financial performance; and coordination of admission and occupancy functions for same.

## Essential Duties and Responsibilities

- Develop and implement HANO's asset management plans and strategy, communicate expectations and obligations through Deputy Executive Director and departmental management staff, monitor and report on performance to optimize the value of the agency's asset portfolio.
- Defines objectives and executes investment strategy for each asset including leasing, operations, and capital improvements.
- Coordinates leasing, construction, and property management departments/contractors to achieve Authority goals and objectives.
- Conducts quarterly internal asset valuations for all properties.
- Interacts with the Development and Modernization Department to ensure that asset investment strategy is consistently maintained.
- Collaborates with the Finance Department to ensure accurate reporting, timely data production, operating subsidy preparation, and audit support is maintained.
- Plans, organizes, delegates and monitors implementation programs for all types of maintenance and management activities of HANO's housing units to ensure decent, safe, and sanitary housing for the Housing Authority residents.
- Monitors the implementation and progress of new programs for compliance with the Authority's overall goals and objectives.
- Develops and implements departmental policies, standard operating procedures and reports necessary to track public housing

assessment system indicators with the goal of maintaining a high performer status.

- Assures departmental compliance with applicable local, state, and federal regulations.
- Monitors and assures third-party property managers compliance with contractual agreements and with applicable local, state, and federal regulations.
- Prepares monthly, weekly, and special reports for the Executive Director for submission to the Board of Commissioners, other departments, and HUD.
- Develops plans, specifications and cost estimates for repairs associated with the maintenance of the Authority's real estate portfolio and monitors contracts accordingly.
- Develops procedures and controls for the various functional activities within the department and provides technical assistance as necessary.
- Responsible for the overall management of Asset Management Department's staff. Assigns work to subordinates, provides guidance, monitors their activity, and evaluates job performance and counsels employees.
- Determine, in collaboration with asset management team, appropriate frameworks, processes and standards to be applied to the acquisition and disposal of assets, ensuring compliance with sound and agreed financial, legal, and commercial principles.
- Responsible for the overall management of the maintenance of HANO's main office and operations building.
- Prepares the annual operating budget and monitors maintenance and management expenditures to stay within budget.
- Develops preventive maintenance programs for dwelling/non-dwelling facilities, grounds, vehicles and equipment, updates as required and monitors on an ongoing basis.
- Determines training needs of asset management staff and coordinates/implements staff training activities.
- Obtains and maintains copies of current HUD regulations, federal and state law, and general information concerning the operation of Public Housing, Section 8 New Construction programs and Low Income Housing Tax credit programs.
- Prepares updates to the Public Housing Lease Agreement, the Admissions and Occupancy Policy, Standard Operating Procedures, and Maintenance Charges for review and approval by the Executive Director as needed.
- Attends Resident Advisory Board meetings to provide and/or obtain information and technical assistance.
- Attends departmental and Authority-wide staff meetings and meetings with outside agencies.
- Respond and resolve the complaints and concerns of Authority residents.
- Handles large volume of inquiries, telephone, and written correspondence.
- Maintains records required by the Gas Pipeline Safety Act and ensures that the system is maintained in good, safe working condition.
- Keeps abreast of all local, state, and federal regulations, codes, ordinances, and laws concerning management and maintenance and/or repair and remodeling and obtains such approvals, permits, etc. as required for maintenance or repair/remodeling.
- Monitors and recommends changes in prices affecting charges to residents and others for damages to property.
- Assigns maintenance vehicles, approves vehicle logs and ensures proper markings of vehicles and equipment.
- Performs other duties as assigned.

## 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 Real Estate Development, Business Administration, Management, Finance, or related field of study.
- A minimum of ten (10) years of hands-on experience in one or more of the following disciplines: Asset Management, Acquisitions, Underwriting or Property Management, along with an additional five (5) years of managerial experience in supervising an asset management department or division. An equivalent combination of education and experience may be considered.

### Technical Skills and Requirements

- Demonstrate considerable independence, evaluative thinking, written and oral communication skills, and operational, leadership and strategic planning skills.
- Thorough knowledge of modern principles and practices of asset/property management.
- Thorough knowledge of federal regulations, state laws and city ordinances governing public and other subsidized housing programs, including but not limited to health and fire regulations, landlord-tenant relationships, leasing of property, eviction, community safety and empowerment programs.
- Thorough knowledge of and a sympathetic understanding of principles underlying the federal public housing law.
- Ability to plan and supervise the work of others, while facilitating teamwork and building cohesiveness.

- Knowledgeable of municipal and county governments that are related to public housing and tax- credit communities.
- Initiative in the solution of complex asset and property management issues.
- Must have excellent professional judgement.
- Have the capacity to provide support to staff and assistance in training.
- Computer knowledge and office skills.
- Thorough knowledge of coaching and how to work with employees to motivate and empower them to succeed professionally.
- Ability to initiate and coordinate service delivery and follow-up services.
- Experience communicating and working successfully with people from a broad range of socio- economic and cultural backgrounds.
- Ability to prepare, present and communicate ideas in a clear, concise and effective manner, both orally and in writing.
- Ability to develop and implement effective administration and operational procedures.
- Ability to serve as a team-leader.
- Ability to address the public and present information in a clear, concise and convincing manner.
- Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
- Ability to establish and maintain effective and courteous working relationships with other employees, residents, and community agencies and other activities that provide services.
- Demonstrate a broad understanding of operational and investment fundamentals of institutional real estate.
- Certification in Certified Property Manager (CPM), Housing Credit Certified Professional (HCCP) or Public Housing Manager's designation must be attained within the first year of employment.
- Bondable.
- Valid Louisiana driver's license.
- Eligibility for Housing Authority of New Orleans fleet auto insurance.

### **Job Competencies**

- Experience in and knowledge of asset management as well as public housing, low income housing tax credit programs, HUD rules and regulations.
- Good knowledge of federal, state, and local laws and regulations pertaining to public housing authorities.
- Knowledge of principles, practices, and techniques of budgeting and accounting.
- Good knowledge of the principles, practices and techniques of public housing and mixed income portfolio management.
- Considerable knowledge of the trade skills, methods, materials, tools and equipment and techniques used in maintaining, and repairing dwelling and non-dwelling facilities and grounds.
- Good knowledge of safety precautions, procedures, and equipment used in the maintenance of facilities.
- Knowledge of housing quality standards.
- Ability to read blueprints, plans and specifications.
- Ability to establish and maintain effective and courteous working relationships with other Authority employees and residents and persons outside the Authority.
- Ability to maintain adequate records and prepare clear and concise narrative and statistical reports.
- Ability to analyze intricate data, establish performance metrics, and prepare and monitor complex statistical reports.

### **Behavioral Competencies**

#### *Leadership*

- Provides direction to people and/or projects by clearly and effectively setting course of action for the department, staff, and tasks; manages the planning, execution, and achievement of department goals by providing regular communication to staff, tenants, third-party property managers, contractors, and other business partners, and community stakeholders.

#### *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; acts with customers in mind; and recognizes working colleagues as customers.

#### *Effective Communication*

- Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to and convey understanding of the comments and questions of others; and listens effectively. Demonstrates the ability to develop audiovisual presentations to both internal and external audiences.

### *Responsiveness and Accountability*

- Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does their fair share of work. Complies with procedures and understands the importance of maintaining and managing confidential and proprietary information.

### *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; attends, supports, and participates in all team building exercises and events.

### *Continuous Improvement and Innovation*

- Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

### *Problem Solving*

- Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; and works well in group problem solving situations. Uses reason even when dealing with sensitive topics and/or irate customers.

### *Professionalism*

- Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; and accepts responsibility for own actions.

## **NEW ORLEANS**

**New Orleans** is a cosmopolitan city with a rich cultural diversity. The name, New Orleans, comes from French explorers Iberville and Bienville who named the city Nouvelle Orleans, after the Duke of Orleans. New Orleans, nicknamed "The Crescent City," is located on the coastal plain of the United States that incorporates the Mississippi Delta in the southeast corner of the state of Louisiana. Marshes, bayous, and lakes surround it. One of the largest inland salt-water lakes, called Lake Pontchartrain, borders New Orleans to the north. It boasts a 24-mile span bridge, the Causeway, which links New Orleans to the popular north shore communities of Mandeville, Covington, and Madisonville.



### **Entertainment and Performing Arts**

New Orleans has many major attractions, from the world-renowned French Quarter and Bourbon Street's notorious nightlife to St. Charles Avenue (home of Tulane and Loyola Universities, the historic Pontchartrain Hotel, and many 19th century mansions), to Magazine Street, with its many boutique stores and antique shops.

The French Quarter (known locally as "the Quarter" or Vieux Carré), which dates from the French and Spanish eras contains many popular hotels, bars, and nightclubs. Notable tourist attractions in the Quarter include Bourbon Street, Jackson Square, St. Louis Cathedral, the French Market and Preservation Hall. To tour the port, one can ride the *Natchez*, an authentic steamboat with a calliope, which cruises the Mississippi the length of the city twice daily.



Also located in the French Quarter is the old New Orleans Mint, a former branch of the United States Mint, which now operates as a museum, and The Historic New Orleans Collection, a museum and research center housing art and artifacts relating to the history of New Orleans and the Gulf South. The National World War II Museum, opened in the Warehouse District in 2000 as the "National D-Day Museum", is dedicated to providing information and materials related to the Invasion of Normandy. Nearby, Confederate Memorial Hall, the oldest continually operating museum in Louisiana (although under renovation since Katrina), contains the second-largest collection of Confederate memorabilia in the world. Art museums in the city include the Contemporary Arts Center, the New Orleans Museum of Art (NOMA) in City Park, and the Ogden Museum of Southern Art.

New Orleans also boasts a decidedly natural side. It is home to the Audubon Nature Institute (which consists of Audubon Park, the Audubon Zoo, the Aquarium of the Americas, and the Audubon Insectarium), as well as gardens that include Longue Vue House and Gardens and the New Orleans Botanical Garden. City Park, one of the country's most expansive and visited urban parks, has one of the largest (if not *the* largest) stands of oak trees in the world.

The New Orleans area is home to numerous celebrations, the most popular of which is Carnival, often referred to as Mardi Gras. The largest of the city's many music festivals is the New Orleans Jazz & Heritage Festival. Commonly referred to simply as "Jazz Fest", it is one of the largest music festivals in the nation, featuring crowds of people from all over the world, coming to experience music, food, arts, and crafts.



### **Food**

New Orleans is world-famous for its food. The indigenous cuisine is distinctive and influential. From centuries of amalgamation of the local Creole, haute Creole, and New Orleans French cuisines, New Orleans food has developed. Local ingredients, French, Spanish, Italian, African, Native American, Cajun, and a hint of Cuban traditions combine to produce a truly unique and easily recognizable Louisiana flavor.

### **Neighborhoods**

New Orleans neighborhoods are where the culture and creativity of the Crescent City come to life. From the historic French Quarter to the elegant Garden District to the music-filled Marigny- there is great food, music and more to be found all across the city.

