



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Maintenance Supervisor – The Estates Housing Community
DEPARTMENT: Asset Management
DATE POSTED: 11/01/2024
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
STARTING SALARY RANGE: **Salary Class G**
\$59,300 - \$ 75,700 (Annually)

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SUMMARY

Under the supervision of the Community Manager, the Maintenance Supervisor contributes to the comprehensive management and physical maintenance of The Estates Community in compliance with U.S. Department of Housing and Redevelopment (HUD) regulations, state and local laws and codes, and the policies and procedures of HANO. The Maintenance Supervisor ensures the overall physical aspect of the 425-unit property, meeting company standards, managing and responding to resident maintenance issues and repairs, scheduling, monitoring and performing preventative maintenance projects for all housing units and the Business Office. The Maintenance Supervisor is responsible for training, assigning, and supervising the maintenance team and overseeing project coordination for The Estates Community. This is a working supervisor role that combines technical maintenance skills with project management to ensure timely, cost-effective, and high-quality work that passes all regulatory physical inspections.

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.

- Reports directly to the Estates Community Manager and communicates daily to advise on the status of work orders and special projects, and to receive direction on maintenance goals of the property.
- Devises daily work plans and ensures that work orders are created and assigned; when applicable, directs subordinates in plan execution; prepares various status reports.
- Supervises assigned staff, monitors performance ensuring high-quality work output, and conducts performance evaluations.
- Trains and coaches staff on safety standards, procedures and policies. Identifies knowledge gaps of maintenance staff and ensures employees receive proper training in needed areas.
- Ensures staff operates within OSHA standards and company safety policies and procedures at all times.

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- Creates an on-call schedule for evening, weekend, holiday and emergency coverage.
- Coordinates and monitors service agreements and maintenance contracts and provides updates to the Community Manager.
- Attends resident leadership meetings and activities.
- Plans, organizes, and oversees maintenance and renovation projects, from inception to completion, ensuring timelines and budgets are met.
- Troubleshoots maintenance and repair problems to determine methods and means of resolution.
- Performs maintenance and repair activities such as, but not limited to, performance of service requests and preventive maintenance, and preparation of vacancies for occupancy, including inspections, and inventory of assigned assets.
- Performs light electrical repairs on items such as appliances, fixtures, switches, outlets, circuits, etc.
- Performs light plumbing work, such as clearing stoppages, replacing fittings, etc.
- Replaces broken glass, tile, carpet, screens, garbage disposals, fixtures, appliances, draperies, locks.
- Performs carpentry work, such as fitting doors, freeing windows, replacing and building shelves, sanding and refinishing floors.
- Performs painting, to include interior and exterior.
- Assists in custodial work, including sweeping, mopping, vacuuming, emptying trash, cleaning windows, etc., in common areas.
- Repairs concrete, masonry, roof, fencing, when required.
- Has knowledge regarding water and gas meter cut-offs, all apartment and fixture cut-offs, and sewer clean-outs and post map of same.
- Supervises the removal of property for evicted residents.
- Conducts regular property inspections, identifying and prioritizing maintenance tasks, and implementing preventive maintenance schedules.
- Responsible for preparing property and units for all HUD REAC inspections, HUD HQS inspections, and any other regulatory inspections, including participating in UPCS and HQS pre-inspections, ensuring that work orders are prepared, and that all identified maintenance and repair is completed prior to inspections.
- Responsible for creating and maintaining an inventory control system for materials, supplies, and equipment.
- Maintains accurate records of work orders, maintenance activities, inventory, and project progress, ensuring compliance with safety regulations, federal regulations and organizational policies.
- Maintains files on extraordinary damage to assets, including floods, wind damage, fire, etc. and coordinates with the Estates Community Manager and Senior Asset Manager to ensure that required reports and information is provided in a timely fashion.
- Creates compiles and analyzes various reports including, but not limited to, project summaries, status reports, percentage completion reports, etc.
- Supervises ground maintenance, to ensure grounds are properly maintained, including mowing, edging, and vegetation control.
- Directs and assists in operating, cleaning, and maintaining all equipment in performance of required maintenance, repairs, and ground maintenance.
- Supervises basic ground clean up and sanitation tasks such as, but not limited to, trash and refuse collection, bagging, loading onto a vehicle and removal from HANO property.
- Assists Community Manager in developing and monitoring the maintenance budget, preparation of requisitions and assists in procurement of material and supplies.
- Oversees or completes work orders and is responsible for their timely completion and reporting.

- Performs other duties as assigned and/or required, including temporary assignments at other locations or doing other functions commensurate with the qualifications and knowledge of this position.

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

- Ability to understand the workings of equipment and systems encountered on the job.
- Ability to interpret, understand and apply government rules and regulations
- Strong leadership and communication skills, with experience in team motivation and training.
- Ability to conduct property inspections and complete written reports detailing property conditions and maintenance needs.
- Ability to work and/or inspect in wet, damp, hot, cold or dusty places; ability to stoop and kneel to gain access to inspectable areas and work during inclement weather.
- Strong time management and organizational skills and attention to detail and ability to work on multiple projects at the same time.
- Ability to solve problems and maintain effective working relationships with co-workers, staff and other persons in and outside of HANO.
- Comprehensive and demonstrable knowledge of HUD Uniform Physical Conditions Standards (UPCS) and Housing Quality Standards (HQS), and inspection procedures or successful completion of HUD UPCS and HQS training within 6 months of employment.
- Knowledge of tools and equipment routinely required to perform the work of the position.
- Ability to perform maintenance and repairs involving carpentry, plumbing, electrical, painting, HVAC, appliance, and mechanical skills.
- Ability to work with others.
- Ability to communicate orally and in writing, and to maintain good rapport with the public, residents, and employees.
- Knowledge of basic mathematics.
- Proficient in using computer software for entering work orders and generating reports, such as MS Word, Excel, Outlook, Emphasys Elite, etc. and should be capable of using internet resources for research.
- Ability to lift fifty (50) pounds.
- Valid driver's license or obtain such within the first thirty (30) days of employment. Must be able to drive under varying conditions. Eligibility for coverage under PHA Fleet insurance.
- Must pass Drug test.
- Possess EPA certification for HVAC refrigerant purchase and repair or be willing to obtain certification within 6 months of employment.

Education and/or Experience

Six years of general maintenance and repair experience; or, any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved. Formal training or experience in the following areas: carpentry, plumbing work, electrical work, painting, and HVAC. Certifications

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preferred in HVAC, electrical, and plumbing. Prefer completion of a formal apprenticeship program or technical school. Familiarity with contract work hours and OSHA standards.

Technical Skills

Knowledge of building and equipment maintenance/repair techniques. Skill in applying building and equipment maintenance/repair techniques. Skilled in both verbal and written communication.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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.

Environment

Standard office and field setting with travel from site to site. Some exposure to noise, dust, grease, smoke, fumes, noxious odors, gases, and all types of weather and temperature conditions; exposure to mechanical and electrical hazards. Work and/or walk for long periods of time on various types of surfaces including slippery or uneven surfaces and rough terrain. Work schedule is a 9/80; subject to 24-hour emergency callbacks and standby and requires working varying hours, after business hours, weekends and holidays. Work environment is both formal and informal, team-oriented, having both routine and variable tasks with variable pace and pressure. Work is performed both indoors in office, units and shop area and outdoors in streets and within the development.

Physical

Primary functions require sufficient physical ability to work in an office and field setting and operate assigned equipment. Frequent walking, standing, sitting, downward flexion of neck, side-to-side turning of neck, lifting below and at waist level of objects weighing up to 25 lbs. and transporting for distances up to 300 feet; Occasional bending and stooping, squatting, reaching above and at shoulder height, kneeling, balancing above ground, pushing/pulling, twisting at waist, upward flexion of neck; lifting of objects weighing 26-75 lbs. from below waist to above shoulder level either with or without assistance and transporting for distances up to 25 feet; lifting of objects weighing over 75 lbs. with assistance and transporting for distances less than 10 feet; manual dexterity to operate computer keyboard, grasp writing materials; strength to grasp hand and power tools; infrequent crawling, climbing; lifting of objects weighing 26 lbs. to over 100 lbs. from below waist to chest level either with or without assistance and transporting for distances less than 10 feet.

EEO POLICY STATEMENT

The Housing Authority of New Orleans (HANO) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Discrimination of any type will not be tolerated.

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.