



## **PROGRAM OPERATIONS MANAGER JOB DESCRIPTION**

### **Organization Background**

Finance New Orleans ("FNO") is a quasi-governmental financial institution with a mission to improve the quality of life in the city of New Orleans by investing in affordable housing, economic development, and climate resilience projects that produce quality jobs and wealth for residents.

The City Council of New Orleans created FNO in 1978 under the Louisiana Public Trust Code (La. Revised Statutes 9:2341-47). FANO was initially called the New Orleans Home Mortgage Authority" but changed its brand in 1999. Finance New Orleans was recently adopted as a brand name in 2020 to reflect its future direction. FNO is not a department or division of the City of New Orleans, but the City Council of New Orleans appoints its seven-member Board of Trustees. Since 1978, FANO has financed more than \$630 million worth of mortgages and down payment grants for more than 7,800 first-time homebuyers and low to moderate-income families throughout Orleans Parish.

### **Long-Term Strategic Vision**

After sustaining several natural and financial disasters, Finance New Orleans re-imagined its operations to focus on using climate resilience as an opportunity to protect and grow New Orleans to its full potential for all community stakeholders. In 2021, Finance New Orleans launched a 10-Year Strategic Vision that includes four goals:

1. Use Climate Resilience to Physically Transform New Orleans
2. Create Economic Development Opportunities
3. Build Public Wealth for Community Reinvestment
4. Grow as an Agile and Innovative Organization

### **Job Overview**

The Program Operations Manager is responsible for the day-to-day oversight, administration and coordination of all Program Operations functions to include single and multi-family administration and operations. The Manager will be responsible for managing, supervising, analyzing, evaluating, developing and implementing programs and making recommendations to the Executive Director relating to policies, procedures, processes and strategies governing all program operations.

### **Job Responsibilities**

#### **Management Duties:**

- Coordinate all of FNO's single-family and multi-family programs.



- Responsible for conducting all mortgage loan origination activities of FNO's special single-family mortgage programs and other select single-family mortgage programs.
- Communicate with Master Servicer (Program Administrator) regarding status of single-family programs.
- Acts as representative of FNO as assigned by the Executive Director.
- Develops and recommends annual objectives for the division consistent with FNO's Strategic Plan.
- Reviews, interprets and keeps abreast of federal, state and local rules and regulations which may significantly impact upon FNO's ability to operate in the capital market.
- Communication with local, state and federal agencies regarding housing and finance programs, as related to government activities.
- Build, expand and maintain lender, realtor and builder relationships.
- Thorough knowledge of HUD and Fannie Mae Housing Counseling, FHA, VA, Rural Housing Dev. and conventional underwriting guidelines and have the ability to develop homeownership programs.

**Operational Duties:**

- Responsible for overall administration and coordination of the day-to-day operations of FNO's single-family and multi-family programs.
- Coordinate and monitor all FNO loan origination activities with Lenders. Serve as a liaison to Lenders to support them in their efforts to achieve maximum loan originations.
- Serve as FNO liaison to mortgage lenders, master servicers and realtors to ensure efficient operations of the single-family programs.
- Assist lenders with programs and special underwriting criteria when applicable.
- Conducts public hearings (TEFRA) and ensures preparation and publication of Public Notices for all Programs.
- Responsible for coordination of both single and multi-family bond issue items on the agenda(s) of various Parish Commissions and ensures timely submissions of all documentation to Parish Administrations.
- Handles public inquiries regarding single-family and multi-family programs and their requirements.
- Monitors progress of single-family programs performance through review of monthly Lenders Reports.



- Understands and utilizes FNO's financial tools to assist the executive staff with strategic and annual financing plan.
- Researches and recommends new funding sources for mortgage and mortgage assistance programs.
- Must be able to successfully and autonomously manage single-family and multi-family projects of varied and complex natures.
- Monitors and evaluates program performance, compliance and reporting.
- Oversees the review of complex closing documents for multi-family closings to ensure compliance with all applicable rules.

#### **Marketing Duties:**

- Responsible for the design and publication of marketing and training materials for all programs.
- Responsible for coordination, planning, organizing (with marketing partner) all FNO's marketing for all programs to include; lenders, real estate professionals and the general public, which may include TV, radio and internet/social media marketing.
- Attend community homebuyer seminars and other homebuyer education/training seminars to make presentations on FNO's single-family mortgage programs and products; and serve as coordinator for all homebuyer fairs and outreach activities.

#### **Other Responsibilities:**

- Analyzes the parish's affordable housing needs and develops current and long-range goals, policies, and funding criteria for multi-family programs.
- Develops and manages innovative multi-family programs that meet the evolving needs for affordable housing in Orleans parish.
- Provides leadership to the development, delivery, management and performance of all multi-family programs including, but not limited to assessing the viability of prospective deals, liaising with developers and all relevant professionals to ensure compliance with all applicable rules and laws, managing all multi-family deals from conception to closing and (where appropriate) disposition, and driving success towards the attainment of all multi-family program goals.
- Serves as a liaison with all organizations and individuals who are partners with and participants in FNO's multi-family housing programs.
- Provides technical assistance and training to staff, lenders, underwriters, consultants and developers on the rules, regulations and policies associated with all multi-family programs.



- Stays abreast of industry trends, opportunities and challenges in the affordable housing and multi-family markets.
- Prepares and delivers presentations on projects, responds to questions in dealing with the Board of Trustee, various Committees, Planning Commission, federal and state agencies, and the community.
- Assigned projects as needed.

#### **Minimum Qualifications**

- Graduation from an accredited college or university with a bachelor's degree.
- Entrepreneurial and optimistic professional with significant (15+ years) public finance, program development, fundraising, program marketing, government relations, community development, and/or real estate experience.
- Proven ability to manage multiple programs, special projects, and organizational priorities.
- Sensitivity to and experience working with diverse communities, individuals, government agencies, and other relevant organizations.
- Highly organized, self-motivated, and able to develop and implement strategic goals.
- Ability to multi-task and meet strict deadlines in a fast-paced environment.
- Flexibility in both work schedule and project implementation.
- Able to positively represent FNO in the community.

How to Apply Interested applicants should submit (1) a detailed cover letter expressing their interest and fit for the position, (2) a CV/resume clearly outlining experience, abilities, and qualifications satisfying the needs of the organization, and (3) references from 3 different professional sources via the following link: [Program Operations Manager at FINANCE NEW ORLEANS \(easyapply.co\)](https://www.easyapply.co)