



## **MULTI-FAMILY PROGRAM DIRECTOR 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 Multi-Family Program Director serves as a member of the Programs team and is responsible for day-to-day program management of all multi-family products. This position reports to the Chief Programs Officer (CPO) and works in partnership with the CPO to establish and manage multi-family programming



that meets FNO's strategic vision. The Multifamily Programs team is responsible for the financing and ongoing management of the Agency's multi-family lending portfolio and subsidy programs which provide loans, credit enhancement and tax abatements that facilitate the development, rehabilitation and preservation of affordable housing projects. This position interacts regularly with the Executive team, Board Members, and the Underwriting Committee; has responsibility for all multi-family project proposals, multi-family program development and multi-family program policy decisions.

**Job Responsibilities:**

- Works in conjunction with the CPO and other representatives of the Programs Team to develop and implement a strong affordable multi-family housing program that meets identified affordable housing financing needs throughout the target market.
- Structure and launch new multi-family housing products and initiatives and improve and enhance existing programs.
- Develop and revise program policies, procedures and parameters as needed.
- Directs and oversees the overall operations of the multi-family Housing programs including prospecting, funding, and identifying potential development opportunities and prioritizing them with the goals of FNO.
- Lead, mentor, and develop a high-performing multi-family program team.
- Works closely with finance team on all multi-family underwriting proposals and all project financial feasibility reviews.
- Promote FNO's mission and increase its name recognition with key stakeholders, including community groups, institutions, corporations, funders, policymakers, media, etc.
- Plan and organize marketing campaigns that promote affordable housing, economic development, and climate resilience programs as an essential part of the physical transformation of Orleans Parish.
- Provide a structure for community engagement at FNO that allows the FNO Multi-family program to meet desired outcomes and to fulfill FNO's long-term impact goals.
- Review pertinent data points for intersectional correlations that could support new or improved programming or funding opportunities.
- Analyze complex problems and recommend effective courses of action.
- Establish and maintain relationships with various lenders, developers, affordable housing



associations and government offices/agencies to promote and evaluate the effectiveness and efficiency of FNO's programs and deployment of its resources.

- Serve as primary liaison for partner agencies such as but not limited to the Louisiana Housing Corporation, the City of New Orleans Office of Community Development, and the State Bond Commission.
- Build external relationships, collaborations, and partnerships with other organizations to broaden program services. Identify potential new relationship targets and strategize with the CPO.
- Manage the multi-family presence on the Agency's web site.
- Make CPO aware of any potential negative/positive effects legislative proposals may have on organizational programming or funding to ensure we are able to advocate accordingly.
- Support fundraising efforts through relationship building, capital markets transactions, site visits, program presentations, events, and grant writing participation.

**Preferred Qualifications:**

- Graduation from an accredited college or university with a bachelor's degree.
- 10+ years in housing finance, public finance, program development, affordable housing, community development, and/or real estate.
- Graduate degree in a related field such as real estate, urban planning, public policy, or business.
- Proficiency in using Microsoft Office 365 applications (including Word and Excel).

**Knowledge, Skills & Abilities:**

- Entrepreneurial and optimistic professional.
- 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.
- Strategic thinker with excellent data analysis, analytical, and problem-solving skills
- Ability to multi-task and handle multiple competing priorities while meeting strict deadlines in a fast-paced environment.



- Effective verbal and written communication skills.
- Flexibility in both work schedule and project implementation.
- Able to positively represent the organization in the community.
- Ability to interpret and apply Federal, State, and local policies, procedures, laws, and regulations.

**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.