

JOB DESCRIPTION

POSITION: Homeowner Services Coordinator

REPORTS TO: Executive Director

POSITION PURPOSE

The Homeowner Services Coordinator is responsible for administering the Affiliate's Homeowner Selection and Support Program in accordance with Affiliate policies and procedures. The position works (under the direction of the Board of Directors, Executive Director and the Chairpersons of the Homeowner Selection and Support Committees) with applicant and partner homeowners through the application and selection process prior to and after the homeowners become accepted into the program including but not limited to: monitoring sweat equity activity, coordinating and conducting homeownership education classes, coaching the families during the closing process, mentoring homeowners as they assume the responsibilities of homeownership, and offering continued homeowner support and guidance. The Homeowner Services Coordinator also oversees homeowner incentive programs, informational sessions, and homeowner education. The Homeowner Services Coordinator works with all staff and volunteers of the affiliate including the volunteer engagement, construction, ReStore, and the board of directors.

PRIMARY DUTIES AND CORE RESPONSIBILITIES

A. Homeowner Selection

- Manage and oversee the logistics and operation of the committee in charge of recruiting and selecting Partner Homeowners. Work with committee chair to determine meeting agenda, delegate tasks, and ensure follow through.
- Review the selection requirements and policy as needed to assure they are effective, efficient, and in accordance with legal requirements. Work with the committee chair and members to prepare written revisions to the selection process as needed for Board approval.
- Monitor the committee members' use of the written policy and procedures to assure that all steps are followed correctly and qualified families are being recommended for the program.
- Provide support and serve in an advisory role for committee members.
- Provide introductory training for new committee members and opportunities for ongoing, advanced training for continuing members.
- Serve as the affiliate Qualified Loan Originator (QLO) by keeping current with the certification and rule changes.
- Coordinate public relations and community outreach activities of the committee. Develop, with the committee, creative recruitment strategies to attract qualified applicants and committee member volunteers to the program. Prepare and revise written recruitment materials, including advertising for applicants and volunteers. Develop and maintain partnerships with schools, media, government, non-profits and other organizations.
- Coordinate newly selected homeowners' transition to Partnership with Habitat for Humanity.

B. Homeowner Support

- Manage and oversee the logistics and operation of the Homeowner Support program which pairs each homeowner with a support partner who serves as their mentor, liaison, and advocate from selection through the first months of home ownership.
- Develop effective recruitment techniques to attract new homeowner support partners into the program. Review and revise recruitment materials and criteria as needed.
- Train new homeowner supporter partners in Habitat policies, requirements, and procedures as well as tools for working collaboratively with low-income families and match each new homeowner with their homeowner support partner. Review and revise training program as needed.
- Review and update the Homeowner Services Manual as needed.
- Provide advanced, ongoing training opportunities and workshops for Partner Homeowners.
- Work with Homeowner Support Committee Chair to maintain communications with homeowner support partners. Distribute critical information on community resources, affiliate announcements, construction updates, questions, and other topics necessary to keep Support Committee members and their prospective homeowners informed as they move through the process from selection to home ownership.
- Work collaboratively with prospective homeowners and support partners to identify potential obstacles and challenges and plan strategies that empower the families to be successful homeowners.
- Communicate with prospective homeowners and their supporter partners in writing and in person if they are not meeting program requirements and collaboratively develop plans for successful participation. Enforce these plans, and, if necessary, deselect families according to policy.

SKILLS REQUIRED

The Homeowner Services Coordinator must demonstrate excellent customer service skills consistently performing the responsibilities of the position and treating program participants with respect and dignity. Customer service skills must include good telephone etiquette (responding to calls with timely and accurate information) and compiling written documentation of significant communications with program participants for Affiliate files. The position requires the Homeowner Services Coordinator to have effective and appropriate instructing, facilitation, coordination, process administration, report compilation, communication (both written and oral), supervisory, organizational, analytical and mentoring skills. The position requires a candidate with intermediate level skills in use of computer applications including but not limited to all Microsoft Excel, Word, PowerPoint, and Publisher as well as expert user level knowledge of the Affiliate's mortgage tracking system, and knowledge of bankruptcy laws and filing systems.

Valid driver's license required.

EXPERIENCE

Experience in human services or social work is desirable
Experience in developing and delivering training is desirable
Experience with loan origination/servicing
Experience with Social media (Facebook, Instagram, Twitter, etc.)

EDUCATION

A bachelor's degree in business, social work, psychology or sociology or equivalent combination of education and experience in a related field along with 2 years of experience preferred working in a nonprofit organization.

Knowledgeable in mortgage origination/servicing

OTHER DUTIES

- Assist with timely and accurate closing/house transfers
- Prepare family selection information and documentation for Board of Directors meeting, including report and recommendation from Family Support Committee.
- Notify applicants of approval or denial.
- Monitor payments of escrow payments until construction is completed.
- Maintain overall contact with family as needed during Steps to Homeownership process and during adjustment to homeownership (usually six months after move-in).
- Provide opportunities for prospective homeowners to benefit from community resources.
- Maintain contact with community agencies offering services beneficial to prospective homeowners through meetings, seminars and special events.
- Address and resolve issues for potential homeowner families.
- Create opportunities for families and partners to bond.
- Coordinate homeowner partner related events such as groundbreaking, dedications, mortgage burning, etc.
- Perform other duties as assigned.

Email cover letter and resume to: NewHires@cravencountyhabitat.org