

## POSITION DESCRIPTION

### **Classification**

Nonexempt

### **Reports to**

Director of Homeowner Services

### **Summary/Objective**

The Homeowner Services Coordinator is responsible for recruiting, interviewing and empowering applicants through the many stages of homeownership from application through closing, as well as providing support and resources to those who are current homeowners.

### **Essential Functions**

1. Meet with homeowners to collect homeownership applications, offer counseling on credit issues as needed, offer resources to homeowners and applicants to assist them in achieving their homeownership goal.
2. Prepare all homeownership files with the appropriate packages required for either credit counseling, Homeowner Selection Committee, Homeowner Support Committee, Board of Directors and all partner agencies associated with the closing of their loan.
3. Maintain all homeownership files including mailing out appropriate letters and credit Sweat Equity hours and Homebuyer Class attendance into our software.
4. Conduct, facilitate and assist with homeownership orientations and homeownership classes.
5. Plan and facilitate the Homeowner Selection Committee and Homeowner Support Committee meetings.
6. Identify and engage homeowners who are willing to share their stories on our behalf.
7. Create approved homeowner biographies.
8. Update homeowner information in our database as necessary.
9. Answer all mail, email and telephone calls within 48 business hours and in a courteous matter.
10. Conduct pre-closing process appointments with approved homeowners.
11. Conduct and/or coordinate outreach and recruitment activities such as phone calls, mailings and public presentations for Habitat homeownership.
12. Assist individuals by providing them with information and referrals about homeownership, foreclosure prevention and budgeting suggestions.
13. Develop and maintain a Homeowner Newsletter and/or regular email notifications to introduce homeowners to resources available in our community.
14. Assist with the delinquency follow up to provide support as needed.
15. Plan, schedule and provide support for the required homebuyer class curriculum.

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### Competencies

1. Passionate about the Habitat for Humanity mission and purpose
2. High energy and the ability to function effectively with a minimum of daily direction and support
3. Excellent organizational and communication skills
4. Can solve problems and make decisions independently in a creative and effective manner
5. Ability to take initiative, prioritize work, meet deadlines & be highly organized and flexible
6. Ability to work on multiple projects at once in a fast-paced environment
7. Ability to project manage within a team
8. Proficient in Microsoft Office Suite
9. Maintain all certifications necessary to be a Qualified Loan Originator
10. Strong cross-cultural communication skills important
  - a. Relate with individuals and their problems in an objective, empathetic, friendly but helpful and knowledgeable manner without prejudice or pre-judgment
  - b. Some knowledge of community resources or social services

### Supervisory Responsibility

This position has no supervisory responsibility.

### Work Environment

This job operates in a professional office environment or at various event sites. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### Physical Demands

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. This position requires extended periods of sitting and standing. The employee must also occasionally lift and move up to 25 pounds.

### Position Type/Expected Hours of Work

This is a full-time position, Monday through Friday, 8:30 a.m. to 5 p.m. with some weekends and hours outside of the regular workday as needed.

The sole focus of this role is the Homeowner Services department.

### Travel

Occasional travel may be required but it is primarily local during the business hours and mileage is reimbursed.

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### Required Education and Experience

- High School diploma or equivalent
- Two (2) years' experience in Credit/Housing Counseling, Loan Underwriting, Social Work, Case Management or Financial Planning

### Preferred Education and Experience

- Associate Degree or higher
- Public speaking ability desirable
- Bi-lingual; Fluency in Spanish, Creole or French preferred

### Additional Eligibility Qualifications

None required for this position.

### Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### Office Location:

4116 Silver Star Rd. Orlando, FL 32808

### To Apply:

Please send resumes and cover letters to [employment@habitorlandoosceola.org](mailto:employment@habitorlandoosceola.org)

All resumes will be reviewed upon receipt.

*HGO is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.*

3/20/2019