

## POSITION DESCRIPTION

### **Classification**

Nonexempt

### **Reports to**

Director of Program Services

### **Summary/Objective**

The Homeowner Services Coordinator is responsible for recruiting, interviewing, and empowering applicants for our programs 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. Work with applicants to collect homeownership applications, offer counseling on credit issues as needed, offer resources to homeowners and applicants to assist them in achieving their homeownership goals.
2. Prepare all program files with the appropriate packages required for credit counseling, management recommendations and all partner agencies associated with the closing of their loan.
3. Maintain all program files including sending out and documenting appropriate communications, credit Sweat Equity hours and Habitat U Class attendance into our software.
4. Conduct, facilitate and assist with program related orientations and Habitat U classes.
5. Plan, facilitate and coordinate the mentorship program.
6. Identify and engage clients who are willing to share their stories on our behalf.
7. Update client information in our database, as necessary.
8. Answer all mail, email, and telephone calls within 48 business hours and in a courteous and professional manner.
9. Send out notices to our clients, as necessary.
10. Conduct pre-closing process appointments with approved homebuyers.
11. Conduct and/or coordinate outreach and recruitment activities such as phone calls, mailings, and public presentations for Habitat programs.
12. Assist individuals by providing them with information and referrals about Habitat programs, credit, and budgeting.
13. Develop and maintain a Homeowner Newsletter and/or regular email notifications to introduce homeowners to resources available in our community.
14. Manage and update the Homeowner Hub.
15. Assist with the delinquency follow up to provide support as needed.
16. Plan, schedule and provide support for the required Habitat U curriculum.

## POSITION DESCRIPTION

### 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. Certified Qualified Loan Originator
10. Strong cross-cultural communication skills
  - 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, but does involve the management of volunteers

### 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, scanners, 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.

### 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
- Must obtain Qualified Loan Originator Certificate within 90 days
- Must obtain the State training certification within 90 days

### Preferred Education and Experience

- Associate Degree or higher
- Public speaking ability desirable
- Bi-lingual; Fluency in Spanish or Haitian Creole 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.*

3/25/2021

## POSITION DESCRIPTION

### **Habitat Greater Orlando & Osceola County Core Values**

WE... leads our core values as WE are a team operating together. WE are the foundation that the core values are built upon; these values do not apply to or represent just one of us -- they apply to all of us. Only as a team will we succeed.

#### Deliberate

- Planful – You look forward and work not only on what is in front of you, but also what is on the horizon.
- Measured – You pay attention to the little details that make a big difference.
- Levelheaded – You do things the right way, even when it's not the easy option.

#### Honorable

- Candid – You point out issues, along with possible solutions.
- Transparent – You own your mistakes and learn from them.
- Trustworthy – You do what you say you are going to do.

#### Nimble

- Empowered – You accept the independence and responsibility to excel.
- Creative – You integrate process improvements and innovations into project enrichment.
- Flexible – You welcome opportunities to broaden your skill set and gain new perspective.

#### Optimistic

- Positive – You embrace opportunities to positively elevate others.
- Fun – You work hard...but have fun doing it.
- Playful – You incorporate a spirit of adventure and playfulness into your work when appropriate.

#### Tenacious

- Diligent – You are mindful about the details and show care and enthusiasm for big and small projects alike.
- Dedicated – You champion perseverance in all that you do.
- Driven – You make sure that the job gets done even when there are obstacles or tight deadlines.