

POSITION DESCRIPTION

Mission

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities, and hope.

Benefits

- ✓ Health insurance
- ✓ Dental insurance
- ✓ Vision insurance
- ✓ Short- & long-term disability
- ✓ Life insurance
- ✓ Retirement plan
- ✓ Paid holidays
- ✓ Flexible paid time off
- ✓ Telecommuting options
- ✓ Book and movie clubs
- ✓ Wellness initiatives

Classification

Exempt

Reports to

Vice President of Programs

Summary/Objective

The Repairs Manager is responsible for all aspects of the client experience for the repairs program from application through satisfaction survey.

Essential Functions

1. Develop and manage repair programs and works with applicants to our repair programs from point of application until the application is closed either through completion of the work, denial of the application or withdrawal of the application.
2. Develop and maintain an application process system to ensure that all application requests are processed in compliance with all pertinent state and federal regulations and adhering to all deadlines.
3. Develop and maintain a documentation system that ensures that applicant records are kept in a complete and audit ready format.
4. Correspond with internal and external parties as needed to ensure the timely resolution of an application. Document all correspondence in the appropriate database.
5. Work closely with case managers and with construction to ensure that the client experience is as seamless as possible.
6. Maintain accurate and up to date client data in organizational databases.
7. Answer all mail, email, and telephone calls within 48 business hours and in a courteous manner.
8. Meet with clients, funders and others as needed either in person or virtually to ensure that the repair process stays on track.
9. Report status of applications to management as directed (currently weekly).
10. Assist other department staff members as needed.

POSITION DESCRIPTION

Competencies

1. Passionate about the Habitat for Humanity mission and purpose
2. Ability to function effectively with a minimum of daily direction and support
3. Can solve problems and make decisions independently in a creative and effective manner
4. Proficient in Microsoft Office Suite
5. Ability to work directly with people from diverse racial, ethnic, and socioeconomic backgrounds
6. Maintain confidentiality of sensitive information
7. Ability to take initiative, prioritize work, meet deadlines & be highly organized and flexible
8. Ability to work on multiple projects at once in a fast-paced environment
9. Ability to manage projects within a team
10. Strong cross-cultural communication skills important
11. 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. This position may require working in various weather conditions.

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, hourly position and hours of work and days are Monday through Friday, 9 a.m. to 5 p.m.

Travel

Travel, if any, is primarily local during the business hours and mileage is reimbursed.

Required Education and Experience

High School diploma or equivalent

Two years' experience in Credit/Housing Counseling, Loan Underwriting, Social Work, Case Management or Financial Planning

Must obtain Anti-Money Laundering certificate within first 90 days: training provided by Habitat

Must obtain Qualified Loan Originator certificate within first 90 days: training provided by Habitat; requires credit check

Preferred Education and Experience

Associate Degree or higher

Public Speaking

Bi-lingual; Fluency in Spanish or Haitian Creole



Repairs Manager

POSITION DESCRIPTION

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 resume and cover letter to employment@habitorlandoosceola.org

All resumes will be reviewed upon receipt.

Habitat for Humanity Greater Orlando & Osceola County, Inc. 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.

6/21/2021

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.