

## POSITION DESCRIPTION

### Mission

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

### Compensation

Starting at \$45,000 based on experience

### Benefits

- ✓ Health insurance - High deductible option paid 100% for employee only plus \$100 monthly HSA contributions = \$7,429.68/year
- ✓ Short- & long-term disability Habitat paid
- ✓ Life insurance 1x salary Habitat paid
- ✓ Voluntary dental, vision, supplemental life, EAP
- ✓ Retirement plan with match up to 5% after 1 year of service
- ✓ Paid holidays - 12 per year
- ✓ Flexible paid time off
- ✓ Telecommuting options
- ✓ Book and movie clubs
- ✓ Happy Hour onsite
- ✓ Snacks & Coffee Bar
- ✓ Wellness initiatives
- ✓ Public Service Loan Forgiveness Eligible Employer

### Classification

Exempt

### Reports to

Vice President of Programs

### Summary/Objective

This position will be responsible for supporting the needs of clients, managing partner relationships, and promoting Habitat for Humanity Greater Orlando and Osceola County's services within the communities we serve.

### Essential Functions

1. Support applicants and homebuyers as they work through our homeownership program providing resources, tracking classes, and managing sweat equity.
2. Work with Habitat staff to manage sweat equity and ambassador opportunities for homebuyers.
3. Work with community partners and Habitat staff to design and deliver the Habitat-U educational curriculum to homebuyers, homeowners, and the community.
4. Work with our volunteer mentors to ensure both an outstanding volunteer experience for the mentors and that the needs of our clients are met.
5. Manage the internal Delinquency taskforce to ensure clients are up to date on their mortgages.
6. Assess needs and provide support to homeowners as needed.
7. Manage the homeowner insurance claim process.
8. Provide, data, reports, and metrics from various systems as needed.
9. Manage organizational partner relationships in the community designed to support our clients.
10. Manage regular communications with our clients both pre- and post-purchase. Compose newsletters and produce digital content.
11. Coordinate and administer logistics of client-focused events.
12. Represent Habitat Orlando & Osceola at community events and speak on behalf of the organization publicly.

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13. Work with the marketing and grants team to identify client stories that could be shared in marketing and promotions along with funding requests.

### 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. Ability to 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. Knowledge of community resources or social services
7. Ability to work on multiple projects at once in a fast-paced environment
8. Strong presentation skills.
9. Strong organizational skills.
10. Superior written and verbal communication skills.

### Supervisory Responsibility

This position will supervise the Client Intake Coordinator, volunteers and interns.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an office environment. 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. While performing the duties of this job, the employee is regularly required to use hands, reach with hands/arms, listen, and communicate. The employee must be capable of lifting and/or moving up to 15 pounds on a necessary basis and will occasionally be required to stand and walk for extended periods of time consistent with a typical office environment.

### Position Type/Expected Hours of Work

This is a full-time, salaried position and the office hours of operation are Monday through Friday, 9 a.m. to 5 p.m. Some early mornings, evenings, and weekends may be required.

### Travel

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

### Required Education and Experience

High school diploma or equivalent

Must obtain and maintain an annually Anti-Money Laundering certificate within the first 90 days: training provided by Habitat

Prior case management, client services, or nonprofit management experience

### Preferred Education and Experience

Bi-lingual; Fluent Spanish or Creole



# Client Support 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](mailto: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.*

7/14/2022

## 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.