

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 \$18 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% first of the month after 30 days
- ✓ 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

Nonexempt

Reports to

Client Support Manager

Summary/Objective

The Client Support Coordinator will support the Client Support Manager in the areas of pre and post purchase education and client communication. This position will support the delivery and management of the Habitat U and Youth education program, assist in client communications, and work with the department to provide administrative support as needed.

Essential Functions

1. Support the planning, scheduling, and delivery of Habitat U and Youth educational classes.
2. Work with the Client Support Manager on the logistics of classes and act as a point of contact for presenters.
3. Manage the Habitat U and Youth registration process including posting classes, sending updates, replying to questions, managing IT issues, recording classes, reporting attendance, issuing certificates, etc.
4. Draft, edit and coordinate the distribution of written communications to homeowners (e.g., e-newsletters, blogs, and newsletters) to promote and raise awareness on important topics.
5. Create graphics and sharable content for client communications (e.g., infographics and basic email design)
6. Answer calls and emails to provide the public with information, resources and referrals about homeownership, repairs, credit, and budgeting.
7. Provide administrative support for the Programs department in areas of client communications, event planning and execution, data entry, and other areas as needed.
8. Work within our CRM system Salesforce to create and track Sweat Equity hours and Homebuyer Class attendance.

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9. Keep client data updated within our database systems and aid in capturing up to date contact information on a regular basis.
10. Manage the program's team calendar to ensure that events, classes, and important dates are published, shared, and updated.
11. Support our Resource Development department by engaging clients who are willing to share their stories and speak on behalf of our organization.
12. Manage and update the Homeowner Hub. An in-office resource for clients.
13. Work with all departments in the organization to provide data that is needed.
14. Attend community events as a representative of our organization.

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. Excellent organizational, communication, interpersonal and presentation skills.
7. Ability to work on multiple projects at once in a fast-paced environment.
8. Ability to take initiative, prioritize work, meet deadlines & be highly organized and flexible.
9. Excellent written and verbal communication.
10. Excellent grammar, composition, and proofreading skills.
11. Proficient in email content creation and basic design.
12. Must function in team environment.
13. Knowledge of community resources or social services.

Supervisory Responsibility

This position has no supervisory responsibility.

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 25 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, hourly 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.

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Travel

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

Required Education and Experience

High School diploma or equivalent

Bi-lingual; fluent in English and Spanish

Experience and knowledge developing, writing and editing content.

1 to 3 years work experience in non-profit, communications specialist or assistant, social services, education, or events.

Highly computer literate with capability in email, Office 365 suite including but not limited to Word, Excel, PowerPoint, and related business and communication tools.

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

Must obtain and maintain annually Safeguarding certificate within first 90 days: training provided by Habitat.

Preferred Education and Experience

Comfortable with public speaking

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:

Main location: 4116 Silver Star Rd. Orlando, FL 32808

Secondary location: 122 West Sproule Ave Unit 135, Kissimmee, FL 34741

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.

2/15/2023

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.