

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 \$50,000 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% 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

Exempt

Reports to

Vice President of Programs

Summary/Objective

The Preservation Manager is responsible for the management, administration, and oversight of the client-based aspects of Habitat for Humanity Greater Orlando and Osceola County's home preservation program. The home preservation program is focused on preserving affordable homeownership in Orange and Osceola Counties through a variety of direct and indirect service activities including critical repair, accessibility and inspection assistance programs offered to income-qualified homeowners. The Preservation Manager will focus on client outreach, management of program inquiries, application intake and approval, agreement creation, pre and post program support, and program management. This position will also assist with community development activities including strategic partnership building, community meetings and presentations, and designing the evolution of the preservation program based on the ever-changing preservation needs and opportunities in our communities.

Essential Functions

1. Process and review client financial and personal documentation, conduct needed verifications such as credit and background checks, employment verifications, and verification of ownership, flood zone, and other program requirements to determine program eligibility.
2. Manage clients through their preservation journey while providing an excellent client experience.
3. Create and process homeowner agreements, completion packets, and other client communications.
4. Conduct client surveys, obtain certificates of completion and document outcomes.
5. Provide needed tracking, documentation, data, client stories, outcomes, etc. as needed.
6. Work with the Construction department to ensure successful completion of construction related preservation efforts, particularly as it relates to client selections and satisfaction as well as grant related requirements at project completion.

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7. Refer clients to other programs we offer, such as housing counseling, or outside resources for needs beyond preservation.
8. Manage the department budget and service budgets for grants.
9. Work with the Client Support team to plan and deliver an educational curriculum focused on preservation. Including classes and seminars focused on home maintenance, disaster preparedness, home safety, financial literacy, estate planning, and more.
10. Create and disseminate client communications.
11. Provide content to the Client Support team for client newsletters, blog posts, videos, and other mass communications.
12. Support existing relationships and develop new relationships with other organizations, local municipalities, and the housing community to support our preservation efforts.
13. Work with the Resource Development department to support marketing and fundraising efforts around preservation by providing program outcomes and client stories.
14. Manage the organization's disaster readiness and response efforts both proactively and reactively.
15. Use client feedback, emerging trends, organizational opportunities, and community needs to make recommendations to the leadership team for what preservation services the organization should offer.
16. Represent the organization at events and speak on behalf of the organization when needed.

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. Ability to provide an outstanding customer experience and a passion for assisting people.
5. A high level of patience and empathy.
6. Ability to read and process financial documentation.
7. Proficient in Microsoft Office Suite.
8. Previous experience with CRM systems such as Salesforce.
9. Ability to work directly with people from diverse racial, ethnic, and socioeconomic backgrounds.
10. Excellent oral and written communication skills.

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. This role also works in various indoor and outdoor conditions at community events.

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.

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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

2-5 years of professional work experience

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.

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

Must exhibit strong fiscal responsibility; requires credit check.

Preferred Education and Experience

Previous case management, social service, housing, loan underwriting, emergency management, non-profit experience preferred.

Fluency in speaking, reading, and writing Spanish and/or Creole.

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 Locations:

4116 Silver Star Rd. Orlando, FL 32808 and 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.