

## Homeowner Selection Coordinator

Department: Homeownership & Neighborhood Programs

Location: Raleigh, NC

Supervisor: Homeowner Selection Manager (HSM)

### SUMMARY:

The Homeownership Coordinator will act as first point of contact for all Homeownership Program applicants. The Homeownership Selection Coordinator will work directly with Habitat Homeownership Selection Manager and applicants ensuring that they make a successful transition to homeownership. This role will also conduct outreach and recruitment for the Homeownership Program and support the Homeownership Selection Manager with the selection of new homebuyers.

### **Duties, Responsibilities, Intake, Assessment and Documentation**

- Facilitate all documentation, aspects of the application process once the client becomes a potential qualified applicant responding to referrals of new clients in a timely manner (24 to 48 hours)
- Assist w/online application submission for computer challenged applicants to include assessment of the client's needs and preferences.
- Maintain current client data and keeping detailed case notes in Salesforce up to date, organized and confidential.
- Work with HSM to develop and implement an Annual Homeownership Outreach Program Plan.
- Communicate regularly and effectively with the HSM, Applicants, Community Partners, and support personnel/Volunteers to ensure that applicants meet house application requirements.
- Work with HSM to develop and implement "*Housing to Homeownership Education Assessment*" to Pre-qualified applicants.
- Assist clients in qualifying for housing. Ex. Making community referrals for credit counseling/legal assistance, assembling letters of support, and by utilizing current housing Partnerships.
- Be available to respond to questions from clients effectively and knowledgeably.
- Support the Homeownership Program Manager to include organizing current approval data, update appropriate databases, and prepare all Homeownership documentation to create an Approval file for Homeownership Engagement Manager.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Strong Administrative experience (3-5 years)
- Multi-tasker
- Excellent communication Skills
- Highly Organized
- Mortgage experience (3-5 years)
- Housing experience (3-5 years)
- HUD Guidelines experience (3-5 years)
- Upbeat personality
- Credit counseling experience

## KNOWLEDGE, SKILLS AND ABILITIES REQUIRED (CONTINUED):

- Budget counseling experience
- Salesforce Lightning Database experience
- Excellent computer skills - Microsoft Suite
- Knowledge of affordable housing and Mortgages
- Ability to maintain a non-judgment, non-reactionary, and non-defensive communication style during challenging discussions.
- Exceptional personal skills that permit the candidate to work with a diverse community and build collaborative relationships with a variety of community stakeholders.
- Critical thinking skills in developing and time-sensitive situations.
- Ability to follow direction(s) from the HSM and communicate effectively; Pro's and Con's
- Ability/Desire to work cooperatively with other staff, the applicants, and applicant's circle of support.
- Availability to occasionally work evenings, weekends and/or on-call hours

## MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelor's degree or 5 years equivalent experience in a related field;
- Have 1-2 years working with empowerment methodologies for working with under resourced families and communities.
- Outreach Training Experience

## APPLICATION PROCESS:

- If interested, please email a cover letter and resume to [tamesia.wright@habitatwake.org](mailto:tamesia.wright@habitatwake.org) and [hr@habitatwake.org](mailto:hr@habitatwake.org).

## NOTE:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

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