

## **JOB TITLE: HOMEOWNER SERVICES MANAGER**

### **POSITION VISION AND SUMMARY:**

To manage the homeowner selection process and ensure support of individuals throughout their homeownership experience with Habitat for Humanity of Monroe County.

The Homeowner Services Manager will oversee and monitor key aspects of the homeownership program including homeowner selection, support, education, and mortgage origination, in addition to overseeing compliance with federal lending laws and regulation related to mortgage lending. This position reports directly to the President/CEO. The Homeowner Services Manager is a full-time position working 40 hours per week. Occasional nights or weekends required.

### **DUTIES AND RESPONSIBILITIES:**

- Oversee and monitor all aspects of homeowner selection; includes working closely with Homeowner Selection Committee, collaborating with Marketing staff to prepare materials and marketing plan for community outreach, building community partnerships to increase diversity among applicants, conducting informational meetings throughout community, processing applications, facilitating orientations, and managing correspondence with prospective applicants
- Set and execute the vision for comprehensive and culturally sensitive homeowner educational programs; includes management of volunteer budget partners and establishment of community partnerships to expand reach of educational offerings
- Guide, coach and support approved future homeowners and ensure compliance with all Habitat for Humanity processes; monitor sweat equity hours and performance
- Advocate on behalf of future homeowners to create and maintain collaborative functional relationships with staff, volunteers, donors, and stakeholders
- Maintain current Habitat for Humanity International-compliant policies and procedures related to homeowner services and mortgage origination including Fair Housing, Equal Credit Act and other applicable state laws
- Collect qualitative and quantitative homeowner data to evaluate success and impact of program through regular pre- and post-homeownership surveys
- Represent Habitat in local affordable housing service initiatives

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to prioritize and work independently; self-starter and self-motivator; proactive; exceptional organizational skills
- Strong computer skills, especially with Microsoft Office, Excel and customer relationship management platform
- Qualified Loan Originator certification or ability to obtain certification required
- Strong collaboration skills in working with a variety of groups and constituencies
- Excellent verbal and written communication skills
- Excellent interpersonal and cross-cultural skills to effectively work with a broad range of people
- Bilingual with the ability to write and speak Spanish
- Highly skilled in public speaking and facilitation of small and large groups
- Ability to conduct meetings, give public presentations at community events and programs for homeowners

### **MINIMUM REQUIREMENTS:**

- Bachelor's degree or equivalent work experience
- Related experience in community development, facilitation, education, organizational management or leadership development. Experience coordinating services and working with volunteer and community partners; experience in housing industry/mortgage lending preferred.
- Must be willing to become certified and maintain annual certification as Qualified Loan Originator. Valid driver's license preferred; occasional visits to construction job sites will be necessary. Evenings, weekend work required for homeowner classes, orientations and events. Must be able to pass background and credit reviews.

## **ABOUT HABITAT FOR HUMANITY OF MONROE COUNTY**

Habitat for Humanity of Monroe County is a nonprofit housing organization dedicated to building simple, decent, affordable homes in partnership with those in need in Monroe County. For more information, visit [www.monroecountyhabitat.org](http://www.monroecountyhabitat.org).

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#### OUR ORGANIZATIONAL MISSION AND VISION

Our mission is to expand affordable housing opportunities by partnering with people in our community. Our vision at Habitat has always been the same—**a world where everyone has a decent place to live.**

*It should be understood that mutual respect, willingness to work together as a team and ongoing communication between staff persons and key volunteers is essential to the success of Habitat.*