| Job Title: | Programs Coordinator | Job Category: | Programs Department  |
| --- | --- | --- | --- |
| Department: | Programs Department | HR Contact: | Kathy Stark 865-982-8717 |
| Location: | Maryville, TN | Travel Required: | Local & limited long distance, for training |
| Salary Range: | $20-$22 per hour | Position Type: | Full-time, Non-Exempt |
| Will Train: | Yes | Date Posted: | Internal |
| Job Description |
| Position Summary* The Programs Coordinator is a key member of the Programs Department, responsible for the effective implementation and administration of Habitat for Humanity’s homeownership and home repair programs. This role encompasses applicant intake and eligibility screening, customer service, and compliance oversight. The Programs Coordinator serves as a liaison between program participants, community partners, and internal departments, ensuring high-quality experience for all stakeholders and adherence to organizational and regulatory standards. The Programs Coordinator serves as an advocate for program participants, both within the organization and in the broader community when needed. They are expected to consistently demonstrate respect and professionalism in all interactions.

**Essential Duties and Responsibilities:****Program Administration and Customer Support*** Manage the end-to-end application process for homeownership and home repair programs, ensuring compliance with internal policies and external funding requirements
* Conduct applicant interviews and follow-up communications to ensure timely and complete submissions
* Maintain accurate and up-to-date records in organizational databases (e.g., NewOrg, BytePro)
* Provide referrals to community resources and ensure reasonable accommodation for participants with special needs
* Monitor participant compliance with partnership agreements and funding stipulations
* Prepare and distribute regular progress reports and maintain project tracking systems

**Homebuyer Education and Volunteer Management*** Plan and facilitate monthly homeownership workshops for prospective applicants and community members
* Support the Director of Programs in Recruiting, training, and managing program volunteers, including Homeowner Selection Committee members and Financial Mentors
* Support the Director of Programs in facilitating homebuyer education curriculum in accordance with national standards, underwriting preparation and loan closing processes
* Represent the organization at home dedications and other public-facing events

**Compliance and Reporting*** Ensure the secure maintenance of participant and volunteer records in accordance with Habitat for Humanity’s policies and applicable data protection regulations
* Coordinate language assistance services and manage interpreter and translator resources
* Assist with data collection and reporting for grants, funders, and internal stakeholders
* Implement strategic objectives established by the Programs Department, Executive Leadership, and Board of Directors

**Community and Partner Engagement*** Serve as an advocate for program participants within the organization and the broader community
* Cultivate and maintain relationships with partner organizations, including FAHE, United Way, and local housing authorities
* Develop working knowledge of local housing programs and services to support participant transitions and referrals

**Training and Certification Requirements*** Completion of annual compliance training as required.
* Participation in ongoing professional development related to affordable housing and nonprofit program delivery

**Qualifications and Competencies**

| **Category** | **Requirements** |
| --- | --- |
| Education | Associate’s Degree or equivalent experience in a related field |
| Experience | Prior experience in nonprofit program coordination |
| Skills | Strong organizational, analytical, and critical thinking abilities |
| Communication | Excellent verbal, written, and interpersonal communication skills |
| Technical Proficiency | Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint); experience with NewOrg and BytePro preferred |
| Customer Service | Demonstrated ability to work respectfully and effectively with individuals from diverse backgrounds |
| Language | Bilingual proficiency in English and Spanish preferred |
| Attributes | Self-motivated, detail-oriented, adaptable, and committed to Habitat for Humanity’s mission and values |

**Work Schedule and Conditions**This position requires a standard 40-hour work week, with flexibility to accommodate evening and weekend responsibilities as needed. Regular in-person attendance is required.DisclosuresBlount County Habitat for Humanity is an Equal Opportunity Employer, committed to non-discrimination & equal opportunity for all without regard to veteran status, uniformed service member status, race, color, sex, religion, national origin, disability, sexual orientation, genetic information, reprisal or any other category protected by applicable federal, state, or local law. |

|  |  |  |  |
| --- | --- | --- | --- |
| Reviewed By: |  | Date: |  |
| Approved By: |  | Date: |  |
| Last Updated By: |  | Date/Time: |  |