

Job Title:	Homeownership Program Coordinator	Job Category:	Homeownership Program
Department:	Programs Department	HR Contact:	Kathy Stark 865-982-8717
Location:	Maryville, TN	Travel Required:	Local & limited long distance, for training
Salary Range:	\$43,000-\$48,000 Negotiable	Position Type:	Full-time, Exempt
Will Train:	Yes	Date Posted:	Internal

Job Description

JOB SUMMARY

The Homeownership Program Coordinator’s primary responsibilities are the delivery of program application processes, homebuyer education, including training & management of program selection/education volunteers, & oversight of the homebuyers’ program compliance.

The Homeownership Program Coordinator provides backup coverage for the Home Repair Program Coordinator. In this role, the Homeownership Program Coordinator is cross trained in the home repair program application processes & homeowner application paperwork.

The Homeownership Program Coordinator delivers a superior Habitat experience to Habitat’s customers & community partners acting as an advocate for the program participant within Habitat & at times in the Blount County community.

The Homeownership Program Coordinator works in partnership with homebuyers, programs volunteers, & other Habitat staff. This position reports to the Director of Programs.

ROLE & RESPONSIBILITIES

Program Implementation

- Serve as a liaison & advocate for all homeownership program participants.
- Conduct monthly homeownership program workshops open to potential applicants, the public, & partners.
- Work directly with homeownership program applicants to deliver a complete application for underwriting.
- Manage & deliver homeownership education program including teaching classes & coordinating logistics ensuring an open & community-based education program.
- Directly manage homeownership customers including monitoring adherence to the partnership agreement.
- Participate in home dedications.
- Support the Director of Programs in preparation for underwriting (initial, CRTB, & final) & loan closings.
- Utilize NewOrg & BytePro software to manage all aspects of participant interactions and progress.
- Train & manage program volunteers including Homeowner Selection Committee, Financial Mentors, & Application Assistance volunteers.

Department Compliance

- Implement annual strategic objectives set by the Programs Department, Affiliate Leadership, & the Board of Directors.
- Provide Homeownership Program pipeline & customer reporting to Director of Programs.
- Represent the Homeownership Program at Habitat staff meetings.
- Manage language assistance resources, hiring interpreters & translators when necessary.
- Review participants’ reasonable program accommodations requests & make a recommendation to the Director of Programs. Communicate accommodation(s) decision(s) to relevant Habitat staff.
- Ensure participant & volunteer files are created & maintained according to Habitat policy & procedure.
- Oversee archiving of homeownership customer materials & files according to Habitat’s record retention policy.
- Ensure program volunteers maintain positive control & security over all non-public private information in accordance with the Customer Information Security Plan Policy.
- Manage relationship & responsibilities with program partners including FAHE, United Way, etc.
- Assist with grant data collection & compliance as needed.

Training & Certifications Required

- Assigned annual HFHI/ABA compliance training.
- Achieve & maintain Homebuyer Education & Financial Capability Certification via NeighborWorks America.
- Maintain Homebuyer Education National Industry Standards.



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General Requirements

- Maintain program content expertise.
- Develop & maintain familiarity with Section 8, Maryville Housing Authority, THDA self-sufficiency program, public housing, FCDC & other agencies that support low-income households for purposes of transitioning program participants from or to these programs.
- All other duties as assigned.

Experience, Qualifications, & Education Requirements

- Always demonstrate respect for Habitat's customers & colleagues.
- Bilingual Spanish & English proficiency preferred.
- Bachelor's degree or equivalent experience in a related field.
- The ability to work with people of different cultures, ethnicities, religions, & incomes.
- The ability to conduct self with thoughtfulness & clarity in difficult situations.
- Capable of working primarily independently while also routinely collaborating across departments.
- Excellent customer service, interpersonal & intrapersonal skills, written & verbal communication skills, & active listening skills.
- Experience in financial education, adult education, & working with groups in precarious housing situations.
- Self-motivated & efficient working style with strong time management skills.
- Capable of multi-tasking and prioritizing activities with different deadlines.
- Highly organized with attention to detail, critical thinking skills, & capable of making difficult decisions.
- Excellent work & business ethics.
- Computer proficiency, including use of Microsoft Office including Outlook, Word, Excel, & PowerPoint required.

TIME REQUIREMENTS

Average time for this position is approximately 40+ hours per week. Regular office hours are required as well as some evening & weekend hours. Blount County Habitat for Humanity maintains a flexible schedule considering the job requirements conducted outside of normal business hours.

DISCLOSURES

Blount 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:	Sarah Hooks	Date:	5/15/2017
Approved By:	Kathy Jackson	Date:	5/15/2017
Last Updated By:	Sarah Hooks	Date/Time:	9/25/2024