



## HOMEOWNER SERVICES SPECIALIST

<b>Job Title:</b>	Homeowner Services Specialist	<b>Salary Range:</b> \$20 - \$24
<b>Reports to:</b>	Director of Homeowner Services	<b>Job Location:</b> Main Office
<b>Hours/Week:</b>	30-40	<b>FLSA Status:</b> Non-Exempt
<b>Employment Status:</b>	Regular, At Will	<b>Pay Basis:</b> Semi-Monthly

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**Position Summary:** The Homeowner Services Specialist will be an integral part of the Homeowner Services Department (HSS) working under the Director of Homeowner Services. The Homeowner Services Specialist will process applications for a variety of programs including our Homeownership Program and our new rental program. Application processes will be guided by board policies for each of the specific programs. The Homeowner Services Specialist will work with applicants from the beginning of the application process through placing an approved applicant in a home and will provide continued support throughout the duration of homeownership.

### Primary Responsibilities:

- Implement and expand applicant recruitment process for all programs.
- Assist with applicant interest meetings regarding Habitat programs.
- Process applications for all Habitat programs under the guidance of the appropriate program policy and the Director of Homeowner Services using the Salesforce/HomeKeeper database.
- Interact with applicants during the application process to request additional information, clarification and provide program status to applicants.
- Assist with upkeep of homeowner files and property files.
- In conjunction with Director of Homeowner Services, provide staff support to the Homeowner Selection Committee and any Homeowner Related Task Forces.
- Assist with Homeowner Events including Home Dedications, Homeowner Picnics and Holiday Events.

### Additional Duties:

- Develop and implement a monthly communication vehicle for partner families.
- Research and maintain a list of support services for low income families.
- Perform appropriate credit and background check, Verification of Employment and Verification of Rental History on applicants.
- Report Payment History to Credit Bureaus.

- In partnership with the Director of Volunteer Services, track Sweat Equity Hours and provide monthly reports to Partner Families.
- In conjunction with the Director of Homeowner Services, coordinate and assist with Financial Education program for applicants and Partner Families.
- Perform other duties as assigned.

#### **Required Skills and Experience:**

- Bi-lingual: Spanish/English required
- Ability to work with diverse populations, volunteers, as well as potential and current homeowner partners.
- Background in real estate or mortgage lending a plus.
- Qualified Loan Originator certification or the ability to become a Qualified Loan Originator within three months of hire.
- Ability to analyze and exercise sound judgement.
- Must pass Criminal Background Check/Sexual Offender Check and Credit Check.
- Intermediate skill level in Salesforce, Dropbox, Microsoft Word, Excel, and Outlook.
- Must have an aptitude for learning specialized database programs.

#### **Communications:**

- Demonstrates ability to achieve understanding and exchange of ideas through effective listening and clear and timely communications, both verbally and in writing.
- Ability to read and write effectively, within a business context, and to compose articulate correspondence.
- Personal composure and flexibility to successfully perform all functions of the position in a fast paced, multi-disciplinary setting while meeting deadlines.
- Ability to tactfully, confidentially, and professionally handle all manner of communications.
- Ability to effectively conduct staff and volunteer training promoting better understanding with non-judgmental, supportive communications.
- Ability to communicate assigned tasks or to convey information to staff and volunteers.
- Ability to work collaboratively on a team.

#### **Leadership and Teamwork**

- Ability to work both independently and cooperatively with all contacts in a culturally diverse environment.
- Ability to demonstrate overall outlook that is positive, open, and supportive to others and establish positive working relationships.
- Adheres to direction given with a positive attitude with an understanding of mutual respect and team work.

#### **Operations and Administration**

- Generates accurate reporting data and analysis in a timely fashion with minimum supervision.

- Ability to detect obvious errors in data and recognize needed corrective action.
- Ability to plan, design and implement data management policies and procedures, and training programs for database users.
- Ability to effectively manage multiple tasks, conflicting priorities, deadlines, and follow established policies and procedures.
- Analytical thinking, goal and priority setting, problem solving, follow through skills.

### **Organizational Culture**

- A commitment to Habitat for Humanity of Sonoma County's mission
- Familiarity or experience with issues that impact the lives of people supported by the affiliate a plus.
- Sensitive to issues of confidentiality and diversity.

### **Education, Knowledge and Abilities:**

- Minimum high school education; college courses and/or degree a plus.

### **Physical Requirements:**

Office Environment: While performing the duties of this job, the employee is required to use a computer both in the office and off-site. Use of the computer will require repetitive motion of arms, hands and fingers. It is also required to sit in meetings, requiring concentration. The employee may also be required to stand while executing activities on behalf of the organization, talk and hear extensively, both in person and using the telephone and occasionally lift and move items up to 25 lbs. Specific vision abilities are required for this job including both distance and close vision.

### **Time Requirements:**

This is a benefits eligible, 30-40 hours per week non-exempt position. It may be necessary to occasionally work extra hours or some evenings and weekends, as determined by supervisor.

**Benefits:** See personnel policy handbook