



JOB DESCRIPTION

TITLE: HOMEOWNER SERVICES SPECIALIST

REPORTS TO: HOMEOWNER SERVICES ASSISTANT DIRECTOR

EXEMPT: YES

SALARIED: YES

PURPOSE AND SCOPE OF POSITION:

The role is responsible for supporting all departmental processes that result in Habitat families being successful homeowners, including selecting and preparing families for homeownership, preparing closing documentation, and providing post-closing services related to families' mortgages.

KEY RESPONSIBILITIES

- Act as first point of contact for department for phone calls and walk-ins; assist callers and walk-in traffic with requests, including troubleshooting inquiries generated from these sources
- Lead the process of managing all details for homeowner classes, collaborating with volunteers and staff.
- Lead the curriculum planning for homeowner classes by meeting with presenters/ committee volunteers and revising curriculum as needed.
- Track learning outcomes with homeowners by identifying any quiz answers that are consistently wrong and adjust subsequent class reviews accordingly.
- Identify language needs of prospective homeowners, and identify potential solutions to support families' preparation for homeownership (e.g. volunteers, paid translators, translation equipment).
- Identify potential leaders from prospective homeowner classes; support development of their leadership skills.
- Process real estate transactions, including research, documentation preparation, and coordination of closing prior to home dedication; process table funding
- Complete Financial Review of applications; complete post-selection financial review for Prospective Homeowners; complete income verifications after selection
- Prescreen Prospective Applicants with regard to income, resident status, and whether a first-time homebuyer
- Prepare documentation for and attend monthly Selection Information Sessions and assist with publicizing the Homeownership Program by attending community events, presentations, fairs, etc. as needed; coordinate home visits
- Coordinate data entry of sweat equity coupons; update tracking of sweat equity and savings progress for distribution through the Partnership Committee members to the families
- Track the progress of assigned Prospective Homeowners while they complete program; act as staff liaison for communicating with assigned Prospective Homeowners and other departments in preparation for Dedication
- Make recommendations to program director for corrective action needed by Prospective Homeowners prior to home purchase
- Oversee tracking of current insurance and real estate taxes for all mortgages

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- Assist committees by updating binders, preparing class handouts, updating/ creating forms/ other material, and assisting committee members with other logistical preparation for meetings, classes, and information sessions (utilizing other volunteers whenever feasible)
- Assist Homeowner Services Assistant Director with completion of income certifications for families throughout the Homeownership Program according to funder guidelines
- Assist with the processing of warranty requests
- Assist with the processing of delinquencies
- Manage loan file organization and clean-up
- Support department with other projects and in other areas as additional needs are identified by HOS Assistant Director
- Pursue optimal efficiency in daily productivity while pursuing the greater good on behalf of the organization as defined by the Mission Statement, which requires authentic one-on-one relationship building
- Support and endorse the Habitat for Humanity Tucson mission to end poverty housing by creating opportunities for homeownership in partnership with low-income families
- Foster and maintain professional relationships with volunteers, co-workers, and community partners including extension of gratitude and appreciation to volunteers
- Utilize Raiser's Edge software to track homeowner inquiries, problems, delinquencies, and warranty requests
- Maintain and improve Excel spreadsheets for tracking existing borrowers, homeowner insurance, real estate taxes, applicants, Prospective Homeowners
- Generally support HOS program processes

RELATIONSHIPS

Executives

Immediate manager and peers

Customers (current & prospective homeowners)

Volunteers

Community Partners (non-profits, municipalities, businesses)

BACKGROUND AND SKILLS

- College degree preferred; work experience may be substituted
- 5+ years experience with real estate transactions, including proficient knowledge of legal transfer of ownership, title insurance, and collateralization
- Bilingual fluency in speaking Spanish and English is required
- Basic computer skills, including word processing and database manipulation
- Proficiency with MS Office suite
- Excellent oral and written communication skills and basic math skills
- Excellent interpersonal and cultural competency skills to effectively work with a wide spectrum of people in a collaborative way
- Ability to remain objective/ exercise good judgment while maintaining close relationships with families served and volunteers
- Organization, attention to detail, ability to work independently with minimum supervision, and ability to multitask is required
- Excellent research and analytical skills
- Critical thinking and analysis skills required
- Ability to accomplish work results through volunteers
- Willingness to maintain the flexible work schedule necessary to fulfill the responsibilities of this position: some night and weekends are necessary

PERSONAL TRAIT PROFILE

- Diplomatic
- Empathetic
- Sound judgment
- Integrity

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- Patient
- Customer focused & open to team interdependency
- Community & service oriented
- Positive attitude
- Flexible & adaptable

OTHER REQUIREMENTS

Languages: Bilingual in Spanish is required.

Working hours: The position is regarded as full-time (40 hours a week). Additional hours may be required to perform the job and will include some evenings and/or weekends. Work is usually performed between 8am and 5 pm Monday to Friday.

AMERICANS WITH DISABILITY SPECIFICATIONS

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit (45%), stand (30%) and walk (25%). The employee must occasionally lift and/ or move up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee may occasionally be exposed to weather conditions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Habitat for Humanity, Tucson reserves the right to amend and change responsibilities to meet organizational needs as necessary.

ACKNOWLEDGEMENT

I have received a copy of the job description and have read and understand the contents.

Employee name (please print)

Signature

Date

Action: after signing, please forward to Office Manager.