

Homeowner Services Coordinator

Reports To: Homeowner Services Manager

Classification: Full Time

Position Summary:

The Homeowner Services (HS) Coordinator assists with building and maintaining the pipeline of homeowners by supporting efforts to recruit individuals and families. The HS Coordinator position is primarily administrative however they will additionally serve as the main point of contact to potential homeowners. This position is designed to move us substantially forward in accomplishing the affiliate's goals of providing more affordable, decent homes for our community.

Primary Responsibilities:

- Serve as the initial point of contact to screen pre-applications.
- Collect and evaluate pre-applications to determine potential candidates for the Homeownership program.
- Communicate program requirements and expectations to future homeowners to meet organization and department completion timelines.
- Track family program progress and send monthly updates.
- Analyze data.
- Assist with community outreach and homeownership recruitment.
- Conduct applicant orientations and assist individuals and families throughout the process of completing the housing application.
- Attending monthly pre-purchase education and Homeowner Services Committee meetings.
- Coordinate with potential presenters for monthly education classes to ensure their attendance.
- Manage digital and physical homeowner files.
- Correspond with community members inquiring about the homeownership program.
- Attend Community Outreach Events.

Knowledge, Skills and Abilities:

- Associate degree or equivalent professional experience required. Prior employment experience in a not-for-profit organization, human services, legal services, banking or similar experience preferred.
- Bilingual in English and Spanish or Creole preferred but not required.
- Ability to pass the background and character checks required for a mortgage loan originator of an exempt non-profit lending organization.
- Exhibits strong listening and evaluation skills when working with homeowners and addressing their program needs.

- Ability to communicate and promote the mission of Sussex County Habitat for Humanity, especially in focus neighborhoods.
- Candidate will possess a temperament which will be suitable for the environment of a volunteer-run, nonprofit organization and the ability to create a work environment that is cheerful, productive and inclusive.
- Computer proficiencies in Microsoft office, email, etc.
- Well-developed Administrative skills including time management, interpersonal skills, attention to detail, and organizational skills.
- Driver's license and clean driving record

Work Environment / Physical Requirements:

- The normal work week is Monday - Friday with Saturday and evening activities.
- Work hours will fluctuate. Normal 8-hour shifts will fall between 9 - 5. Availability outside the normal hours is a must during emergency situations.

How to Apply:

- To apply, email your cover letter and resume to apply@sussexcountyhabitat.org
- Visit our website at www.sussexcountyhabitat.org for additional career opportunities.

Equal Opportunity Employment

Sussex County Habitat for Humanity is an Equal-Opportunity Employer. SCHFH will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. SCHFH will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.