JOB DESCRIPTION

Position: Stewardship and Compliance Specialist  
Employment Status: Full-Time

Department: Community and Government Partnerships  
Employment/FLSA Status: Non-Exempt

Reports to: Colorado Community Land Trust (CCLT) Manager  
Supervises: N/A

GENERAL DESCRIPTION:

As the primary point of contact, the Specialist regularly communicates with and provides assistance to homeowners to ensure they are maintaining the financial responsibilities of homeownership under the CCLT homeownership programs and Habitat land lease homeownership programs, including monthly land lease payments, home mortgage payments and homeowner association dues. Some, but not all duties include:

- Assist with the home purchase process.
- Remain knowledgeable of homeowner financial counseling and other homeowner support services offered by partner organizations and provide referrals and follow up as needed.
- Maintain contact with homeowner associations and property management companies; provide assistance with delinquent fees or other violations of homeowner association rules and regulations.
- Work with homeowners regarding violations of land lease requirements and guidelines.
- Work with homeowners and their families through owner life changes that affect their home ownership position.

CORE RESPONSIBILITIES:

The Specialist will prioritize duties so that Habitat and the CCLT are always responsive to residents, potential buyers, grantors and lenders. Some, but not all of the recurring duties include:

- Conduct CCLT Home Buyer Orientation sessions with home buyers.
- Perform income eligibility certification with complete backup verification information collection for the certification.
- Review refinance requests and prepare documentation assuring compliance with land lease requirements.
- Initial contact with home sellers including answering questions about the sales process, ordering appraisals and completing Maximum Sales Price Determinations.
- Maintain post-closing process including completing homeowner and property files as well as data entry in software programs such as Homekeeper and Raiser’s Edge.
- In coordination with the CCLT Manager, establish, maintain and execute a monitoring and enforcement plan that promotes consistent monitoring, uniform treatment of violations and protects Habitat’s programs and assets.
- Property inspection and subsequently draft issue letter reports from the inspection, as needed.
- Verify owner occupancy on an annual basis.
• Reach out to CCLT and Habitat land lease homeowners who are delinquent on land lease fees, HOA fees and/or mortgage payments. Coordinate with Housing Counselors, HOA and lenders to resolve financial issues.
• Land Lease compliance-minor noncompliance will be handled by Specialist, more extreme cases will be brought to attention of Manager.
• Assist with government grant compliance, reporting, and draws as necessary.
• Assist with post-closing communications, data and file maintenance (including post-close communications with tax assessors and other stakeholders).
• Write and send annual letter to all homeowners reviewing responsibilities under the CCLT programs.
• The Specialist also will serve all CCLT homeowners with a monthly newsletter on the CCLT website regarding informational articles regarding home ownership and maintenance or frequently asked questions regarding CCLT guidelines.

Knowledge, Skills and Abilities:

• Must possess working knowledge of Colorado residential real estate practice, mortgage lending and servicing, HOA management and affordable homeownership documents and policies
• Strong communication and interpersonal skills to be able to relate to internal and external parties professionally, representing Habitat for Humanity of Metro Denver in a positive manner. Ability to communicate effectively with colleagues, customers and the community
• Ability to handle highly sensitive, confidential information and have ability to exercise confidentiality and attention to detail
• Demonstrated ability to work effectively and inclusively with diverse populations
• This position requires highly organized, detail-oriented person able to work both independently and as a part of a team. Demonstrated experience in communicating effectively with the Board of Directors, the public, lenders, Realtors, coworkers and home buyers is vital
• Understand residential real estate closing settlement statements
• Ability to define problems collect data, establish facts and draw valid conclusions

Education and Experience:

• High School diploma or equivalent is required. Associates Degree or higher preferred
• Experience with residential real estate closings and five years in the affordable housing industry is preferred
• Ability to read and comprehend instructions, correspondence and memos
• Ability to effectively present information in one-on-one and small groups situations to customers and client
• Ability to respond to common inquiries or complaints from customers or members from the business community
• Ability to interpret the land lease and traditional Habitat program documents and communicate. the Community Land Trust model and land lease requirements to the public, residents and lenders
• Bilingual ability in English and Spanish is preferred
PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

This position will require sitting at a desk for most of the day and the ability to type. Throughout the day, employee will move around the office building to perform various tasks and access files. This position requires that the individual be on the telephone and at a computer for extended periods of time. Must be able to lift up to 15 pounds from time to time.

WORK ENVIRONMENT AND CONDITIONS:

This position is mostly indoors at the Habitat office. For this position, a portion of the job responsibilities may be accomplished remotely. The employee should be prepared to meet with homeowners; evening and weekend work is required.

Please send resume and cover letter to HRRecruiting@habitatmetrodenver.org for consideration.

Starting hourly pay range $19.76 - $23.04. Compensation commensurate with applicable experience and education.

Benefits available include medical, dental and vision insurance options; 401k savings match; Paid Time Off for vacation, sick, holidays, floating holidays, Healthy Families Workplace Act (HFWA) Leave; Parental Leave and paid time to volunteer.

Habitat for Humanity of Metro Denver is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.