



JOB DESCRIPTION

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| Title: Home Sales Transaction Coordinator | Employment Status: Full-Time |
| Department: Community and Government Partnerships | FLSA Status: Non-Exempt |
| Reports to: Director, Homebuyer and Lending Products | Supervises: Volunteers |

GENERAL DESCRIPTION:

The Home Sales Transaction Coordinator is responsible for administering all aspects of Habitat's home sale process from pre-contracting through closings. This role includes sales of properties to homeowners that have gone through the Habitat homeownership program.

This team member will work closely with multiple internal departments as well as homebuyers, outside real estate agents, lenders, and title companies to ensure a successful, accurate, and complete transaction.

The following reflects the organization's definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

CORE RESPONSIBILITIES:

Document Management

Coordinate with the Real Estate and Government Grants teams on necessary documents, contracts, and compliance requirements.

- Ensure all transaction documents have been accurately prepared and executed to include coordination with listing/transaction brokers of all contract to closing documents; help agents, customers, and other parties with all paperwork
- Manage transaction contracts from home buyers to close the deal in a timely manner
- Coordinate closing error corrections
- Ensure that e-file is created, complete, and correct within one month of closing, including the creation of LOAN SALE subfolder
- Perform pre-close review of documentation for internal consistency
- Ensure that hard copies of closing documents are returned and filed properly within 2 weeks of closing
- Ensure that recorded document hard copies are received and filed
- Complete post-close review and preparation to ensure files complete for potential loan sales
- Ensure all documents are properly completed and recorded in property records as required
- Create restriction letters as required

Transaction Coordination

- Act as main point of contact with all listing agents or transaction brokers
- Set expectations with agents as to their roles and responsibilities throughout the contract to closing process
- Monitor key dates related to transactions and respond accordingly
- Coordinate with all engaged parties as part of home sale transactions including internal partners within Homeowner Services, Affordable Mortgage Solutions (AMS) and Community Land Trust (CLT) teams, and Third-Party lenders when necessary
- Arrange for and attend events regarding the closing process, including scheduling and coordinating all parties for closing
- Coordinate with volunteers and Habitat signers on timing of closing
- Manage all volunteer efforts related to closings and document management
- Coordinate with title company to ensure transaction is completed accurately
- Act as point of contact for and coordinate with existing homeowners interested in selling

Staff and Volunteers

- Foster and develop meaningful volunteer opportunities to lessen the workload of staff, build community with volunteers and donors, and harness the knowledge and expertise that a diverse volunteer pool can contribute; promote volunteerism among Habitat homeowners
- Support Affordable Mortgage Solutions in multiple capacities

Communication and Planning

- Ensure that leadership is fully informed and appropriately engaged in all planning and programmatic activities
- Balance multiple projects and phases within projects to ensure timely completion of closings
- Provide timely and appropriate communication about closing opportunities and challenges to facilitate process improvement
- Work with the Construction, Administration, Homeowner Services, AMS teams and external real estate agents to keep open lines of communication to ensure smooth closings
- Follow up with homebuyers 30 days after closing:
 - To take homebuyer survey and communicate key learnings to applicable stakeholders
 - To elicit referrals of others who may be interested in buying through the Habitat program

KNOWLEDGE, SKILLS, & ABILITIES:

- A strong belief in Habitat's mission and a desire to engage others in the organization's work
- Comfortable clearly communicating organizational expectations with homeowners and working with them in a cooperative yet corrective manner as necessary
- Diplomatic in delicate situations with volunteers, staff, homeowners and others
- Exceptional organization and oral and written communication skills
- Excellent interpersonal skills with people from diverse backgrounds
- Positive, optimistic outlook that fosters an upbeat work environment
- Ability to manage multiple projects simultaneously

- Able to work independently and to actively contribute as a team member

EDUCATION & EXPERIENCE:

- Experience in social services, housing or nonprofit organization is desirable
- Experience as a Transaction Coordinator in a real estate brokerage is preferred
- Volunteer or personnel management experience is desirable
- Fluency in Arabic, French or Spanish is desirable

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Ability to work at a computer for extended periods of time
- Required to climb stairs to access various offices and to attend meetings in other locations
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable
- **Proof of COVID-19 vaccination is required for employment**

WORK ENVIRONMENT & CONDITIONS:

- Most work done indoors in an office or meeting setting
- Some work conducted off site at other agencies, in the homes of families, and other locations
- Shared office environment
- Ability to independently seek solutions and work well with a group
- Frequent evening and weekend meetings, classes, home visits and home dedications
- Valid driver's license and ability to be insured under the company's insurance policy

The offering range for this position is \$19.12 - \$21.63 per hour. Compensation will be commensurate based on experience.

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.

Please send resume or work history and statement of interest to HRRecruiting@habitatmetrodenver.org for consideration.