JOB DESCRIPTION

Title: Homeownership Program Coordinator
Employment Status: Full-time
Department: Operations
FLSA Status: Non-exempt
Reports to: Family Selection Manager
Supervises: Volunteers, Interns and/or AmeriCorps Members

GENERAL DESCRIPTION:
The Homeownership Program Coordinator administratively supports the smooth operation of Habitat’s application process for all homeownership opportunities. The primary objective of this position is to provide comprehensive administrative support to the Family Selection team. The Homeownership Program Coordinator is a person who can work with a diverse group of community members, applicants, staff, and volunteers in order to create a clear understanding of selection process and provide a satisfying customer experience.

CORE RESPONSIBILITIES:
• Uphold Habitat Metro Denver’s commitment to Affirmatively Furthering Fair Housing, the Fair Housing Act, Equal Credit Opportunity Act and Habitat Metro Denver’s Inclusivity goals.
• Educate interested community members on the application process, ensuring prospective applicants can easily navigate within Habitat’s website and understand application processes
• Manage phone calls and walk-ins from all perspective Home Purchase applicants
• Collaborate with the Marketing department in creating marketing flyers
• Effectively manage family information in the database for reporting purposes
• Communicate closely with the Eligibility Determination Associate to update Family Selection Manager on financially-qualified applicant numbers and a smooth, timely transition out of the underwriting process
• Facilitate all in-office Home Quality Reviews with applicants and support Family Selection Manager with final selection of qualified applicants
• Coordinate and facilitate renovated property Open Houses
• Manage the smooth operation of the Family Services Computer Lab
• In shared responsibility with the Family Selection Manager, enter and process all Homeownership Applications
• Assist with maintenance of the EnCompass software custom forms and fields
• Recruit and support Family Selection Core Volunteers in conjunction with Volunteer Department, to support the needs of the department
• Collaborate with Habitat staff to further our mission to eliminate housing instability
• Build and maintain relationships with other service providers and make appropriate referrals, as needed, for those applicants who do not qualify for the Habitat Homeownership Program
• Successfully manages the preparation and execution of all Information Sessions
• Communicates with Homeownership applicant pool on availability of home inventory
• Participate in existing and future program development
• Manages relationships with external vendors to ensure on time deliverables

KNOWLEDGE, SKILLS, ABILITIES:
• Highly skilled with multiple forms of technology including, data base, Microsoft Office, Adobe, Google products
• Diplomatic in delicate situations with volunteers, staff, families, or other stakeholders
Excellent interpersonal skills with diverse types of individuals
Promote a team-centered environment
Able to work independently with minimal supervision
Ability to collaborate with multiple departments within the organization. Able to engage others
Communicate clearly and effectively. Comfortable with speaking in front of large groups
Ability to work effectively with a variety of people and handle difficult situations and conflicts with sensitivity
Able to respond well to changes in assignments, duties and directions
Ability to multi-task, ensuring work assignments are completed within established deadlines
Ability to handle sensitive information and ensure the confidentiality and integrity of applicants

EDUCATION, EXPERIENCE:
College degree or equivalent combination of education and experience to demonstrate understanding of short-term and long-term program/project management
3 or more years of experience in an applicable setting such as social services, housing, and/or nonprofit management
2 or more years of volunteer or personnel management experience
1 or more years of experience in a customer service setting
Multimedia and culturally relevant marketing experience
Fluency in Arabic, French or Spanish preferred.

LICENSE & CERTIFICATION
Must possess a valid Colorado driver license and maintain a driving record in accordance with the Employee Handbook.

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
Able to lift and carry when necessary
Must be able to drive to ReStore locations; valid driver’s license and MVR required

WORK ENVIRONMENT AND CONDITIONS:
Most work done indoors in an office or meeting setting
Some work conducted off site at other agencies or other locations as needed
Shared office environment
Opportunity to work in a team-based setting
Ability to occasionally work remotely

Compensation will be commensurate based on experience.
Benefits include health, dental and vision insurance options; a 401k savings match; paid time off for vacation, sick and holidays; and more.

TO APPLY FOR THIS POSITION:
Please send resume and cover letter to HRRecruiting@habitatmetrodenver.org.

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.