



JOB DESCRIPTION

Title: Homeowner Support Coordinator	Employment Status: Full-Time
Department: Community and Government Partnerships	FLSA Status: Non-Exempt
Reports to: Homeowner Outreach and Intake Manager	Supervises: Volunteers

GENERAL DESCRIPTION:

The Homeowner Support Coordinator ensures the smooth operation of Habitat for Humanity of Metro Denver's partnership housing programs in support of our mission to build homes, communities and hope.

This role requires the ability to cultivate strong relationships with a diverse group of individuals and families, staff, community members and volunteers to create a positive, life-changing experience for our homeowners. The Homeowner Support Coordinator has a strong understanding of Habitat's program requirements and is committed to working with our partners so that affiliate goals and objectives can be met.

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:

Program

- Ensure all aspects of partnership and homeownership are understood by homeowners through meetings, ongoing communication, and partnership agreements. Ensure all discussions and meetings with candidates and homeowners are fully documented.
- Supervise Habitat's Homeowner Education program by overseeing curriculum design, volunteer recruitment and coordination, scheduling, administration, and regular analysis of the program's success.
- Schedule, track and communicate progress regarding New Homeownership program requirements to ensure that homeowners complete their partnership requirements on schedule.
- Track Home Repair Homeowner program requirements, including sweat equity and education, to ensure that homeowners complete their partnership requirements on schedule.
- Work productively with all departments to ensure homeowner and affiliate needs are met, including sweat equity scheduling, pre and post construction meetings, sponsor engagement, Habitat special events, dedications, etc.
- Work with Resource Development Department to connect program sponsors with homeowners in a way that is meaningful to both parties.
- Provide support for homeowner and condo associations including property planning, homeowner education, ongoing support, HOA meeting attendance, and act as a liaison to our property management companies.
- Maintain healthy, supportive relationships with Habitat homeowners who have successfully completed our programs by responding to questions and concerns, initiating engaging communication and including homeowners in affiliate events.

Staff and Volunteers

- Foster and develop meaningful volunteer opportunities to lessen the workload of staff, build community with program volunteers and donors, and harness the knowledge and expertise that a diverse volunteer pool can contribute. This includes promoting volunteerism among Habitat homeowners.

Communication and Planning

- Ensure that leadership is fully informed and appropriately engaged in all planning and programmatic activities.
- Provide timely and appropriate communication about homeowner selections to deepen staff and volunteer connection to the homeowners themselves and thereby to Habitat's mission.
- Work with the Construction, Administration, Resource Development and ReStore Departments to keep open lines of communication to ensure smooth partnership progress for all housing products.

Leadership

- Enhance the organization's culture by reinforcing core values and fostering a positive work environment.

KNOWLEDGE, SKILLS, AND 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 member of the Homeowner Services and Community and Government Partnerships teams

EDUCATION AND EXPERIENCE:

- College degree or equivalent combination of education and experience to demonstrate understanding of short- and long-term program/project management
- Experience in an applicable setting such as social services, housing or nonprofit organization is desirable
- Experience administering homeownership or other education programs is desirable
- Volunteer or personnel management experience is desirable
- Fluency in Arabic, French or Spanish is desirable
- 2+ years working with homeowner's associations 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 to visit homeowners 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

WORK ENVIRONMENT AND CONDITIONS:

- Most work done indoors in an office or meeting setting
- Some work conducted off site at other agencies, in the homes of families, or other locations as needed
- 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
- A valid driver's license and the ability to be insured under Habitat's auto insurance policy required

The offering range for this position is \$19.12 - \$21.29. 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 and cover letter to HRRecruiting@habitatmetrodenver.org for consideration.



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.