



JOB DESCRIPTION

Title: Homeowner Services Intake Associate	Employment Status: Full-time
Department: Homeowner Services	FLSA Status: Non-exempt
Reports to: Homeownership Program Intake Manager	Supervises: Volunteers, Interns and/or AmeriCorps Members

GENERAL DESCRIPTION:

The Homeowner Services Intake Associate supports the smooth operation of Habitat’s application process for all housing programs. The primary objective of this position is to provide comprehensive administrative support to the Homeowner Services department. The Homeowner Services Intake Associate is a person who can work with a diverse group of community members, applicants, staff, and volunteers to create a clear understanding of the intake process and provide a satisfying customer experience.

CORE RESPONSIBILITIES:

- Uphold Habitat Metro Denver’s commitment to Affirmatively Furthering Fair Housing (AFFH), the Fair Housing Act, Equal Credit Opportunity Act and Habitat Metro Denver’s Inclusivity goals.
- Educate community members on homeownership and home repair program requirements and the application process, ensuring prospective applicants can easily navigate through the programs. Ensure excellent customer service.
- Provide outreach support to Program Managers including attending community outreach events.
- Provide administrative assistance and ensure that information on program applicants and future homeowners is updated in the appropriate database and applications are processed in a timely manner.
- Manage phone calls and walk-ins from prospective program applicants.
- Collaborate with the Marketing department to create marketing flyers and keep the housing programs webpages current.
- Partner with Volunteer Engagement Department to recruit and support Core Volunteers to support the needs of the Homeowner Services department.
- Build and maintain relationships with other service providers and make appropriate referrals as needed.
- Successfully manage the preparation and execution of Housing Program Information Sessions.
- Manage relationships with external vendors to ensure on time deliverables.
- Oversee the smooth operation of the Homeowner Services Computer Lab.
- Other administrative duties as assigned.

HOME REPAIR PROGRAM:

- Responsible for accurate review of financial application related documents; complete Financial Reviews for Home Repair applicants.

- Track Home Repair partnership requirements including sweat equity and home buyer education to ensure that homeowners complete partnership requirements on schedule.
- Ensure Home Repair project payments are received on time.
- Coordinate with Home Repair Construction Managers to ensure Home Assessments are completed timely and all homeowner communication is appropriately managed, especially regarding Scope of Work.
- Schedule and complete Home Repair partnership meetings with homeowners.
- Complete required documentation to properly secure investment in homeowner's property.
- Complete required documentation and processes to ensure home title is cleared at end of agreement period.

HOMEOWNERSHIP PROGRAM:

- Maintain and update the Homeownership Program Intake Associate on number of financially qualified applicants.
- Facilitate Final Selection Interviews with Homeownership Program applicants and support the Homeowner Selection team with the final selection of qualified applicants.
- Coordinate Open Houses and Showings as needed with Listing Agent.
- Communicate with Homeownership applicant pool on availability of home inventory.

KNOWLEDGE & SKILLS:

- Ability to speak honestly with applicants that are not qualified for housing programs and create channels to foster reapplication; and provide resources and referrals for those in dire housing situations
- Diplomatic in delicate situations with volunteers, staff, families, or other stakeholders
- Proficient with Microsoft Office, databases and ability to learn as needs of the job and available technology evolves
- Exceptional organization and oral and written communication skills
- Excellent interpersonal skills with diverse types of people
- Ability to manage multiple projects simultaneously
- Comfortable with public speaking
- Fluency in Spanish strongly preferred

EDUCATION, EXPERIENCE:

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

- Ability to work at a computer for extended periods of time
- Often 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
- Frequent evening and weekend meetings

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 applicants, or other locations as needed
- Shared office environment with ability to work remotely
- Ability to independently seek solutions, but also work well with a group
- Team-based environment

Starting hourly pay range: \$17.34 - \$19.24. 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, Health 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.