

## JOB DESCRIPTION

<b>Title:</b> Family Selection Manager	<b>Employment Status:</b> Full-Time
<b>Department:</b> Operations	<b>FLSA Status:</b> Exempt
<b>Reports to:</b> Director of Family Services	<b>Supervises:</b> Family Selection Associate, Eligibility Determination Specialist, Volunteers, Interns and/or AmeriCorps members
<b>Starting Range:</b> \$44,600 – 54,600 – 64,600/year	<b>Benefits Available:</b> Health Insurance; 401k match; PTO – sick, vacation, holidays; and more

### GENERAL DESCRIPTION:

The Family Selection Manager ensures the smooth operation of Habitat’s outreach, application and selection process for Habitat’s homeownership program. This position is responsible for creating awareness and understanding of homeownership services available, as well as, leading a customer focused application process. The Family Selection Manager is a person who can work with a diverse group of community members, applicants, staff, and volunteers. He or she has a deep understanding of the housing need in Denver and resolve to address it.

### CORE RESPONSIBILITIES:

1. 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.
2. Identify market trends, monitor industry standards, and internal needs to make strategic decisions to ensure Habitat’s applicant outreach and application process are best in class.
3. Plan and monitor affiliate outreach and selection schedules to select families in accordance with programmatic goals and Federal regulations.
4. Oversee the application process of the homeownership program and regularly evaluate policies and procedures to ensure continuous improvement, accurate analysis, compliance with all laws and regulations, and expedition of applications.
5. Manage the family selection budget and solicit gift in kind donations for training, materials, and technical support.
6. Lead and participate in strategic initiatives to enable Habitat to increase the number of families served with quality housing products.
7. Ensure all potential applicants understand Habitat’s partnership requirements and all selected families are fully ready to partner with Habitat. Provide a positive application experience and outstanding customer service to all.
8. Foster and develop volunteer and intern opportunities in order to maximize staff efficiency, create community with volunteers and donors, and harness the knowledge and expertise that a diverse volunteer pool can contribute. This includes promoting volunteerism among Habitat families.
9. Report regularly on program statistics and demographic information and support affiliate program evaluation initiatives.
10. Collaborate with Habitat staff to further our mission to build homes, communities and hope.
11. Ensure that the Director of Family Services is fully informed and appropriately engaged in planning and programmatic activities.
12. Enhance the organization’s culture by reinforcing core values and fostering a positive work environment.

**KNOWLEDGE & SKILLS:**

- Strong strategic thinking and planning skills
- Ability to create and implement project plans
- Ability to foster an innovative and adaptable team environment
- Proficient with multiple forms of technology including, data base, web editing, Microsoft Office, and ability to learn as needs of the job and available technology evolve.
- Exceptional organization, oral and written communication skills
- Excellent interpersonal skills with diverse types of people
- Positive, optimistic outlook that fosters an upbeat work environment
- Ability to manage and prioritize multiple projects simultaneously
- Diplomatic in delicate situations with volunteers, staff, families, or other stakeholders
- Expert in Fair Housing, ECOA, Civil Rights Act and other pertinent laws governing housing practices

**EDUCATION & EXPERIENCE:**

- College degree or equivalent combination of education and experience to demonstrate understanding of short-term and long-term program/project management
- 5 or more years of experience in an applicable setting such as affordable housing or non-profit management
- 5 years of volunteer or personnel management experience
- Multimedia and culturally relevant marketing experience
- Fluency in Arabic, French or Spanish highly preferred

**LISCENCE & 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:**

- Ability to work at a computer for extended periods of time
- Often required to climb stairs to access offices, and 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 & CONDITIONS:**

- Frequent evening and weekend meetings, classes, and home dedications
- 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
- Ability to independently seek solutions, but also work well with a team

Interested applicants should submit resume and cover letter to Richelle Rothman at [HRRecruiting@habitatmetrodenver.org](mailto:HRRecruiting@habitatmetrodenver.org) by March 14, 2019.