JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Title:</th>
<th>Home Repair Associate</th>
<th>Employment Status: Full Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Real Estate Development</td>
<td>FLSA Status: Non-Exempt</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Home Repair Administrative Manager</td>
<td>Supervises: Volunteers, AmeriCorps members, and/or interns</td>
</tr>
</tbody>
</table>

**GENERAL DESCRIPTION:**
The Home Repair Associate supports Habitat’s Home Repair program by creating awareness and understanding of program qualifications in the Globeville-Elyria-Swansea (GES) and Southwest Denver community. The position is responsible for garnering qualified applications, supporting applicants through the selection process and ensuring all selected partner families complete their program requirements in a timely manner. The Home Repair Associate is a person who can create meaningful, trusting relationships with a diverse group of community members, applicants, staff, and volunteers in order to meet programmatic goals, timelines, ensure regulatory compliance, and provide a satisfying customer experience to all.

**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. Educate community members on program requirements and the application process, ensuring prospective applicants can easily navigate through the program.
3. Provide administrative support to the Home Repair Administrative Manager including attending GES and Southwest Denver community outreach events and ensuring information on Home Repair applicants and partnership families are updated in the database.
4. Ensure that the Home Repair Administrative Manager is fully informed and appropriately engaged in Home Repair selection timelines, goals, and other programmatic activities.
5. Work with the Home Repair Administrative Manager to review underwriting policies and procedures and revise as necessary.
6. Ensure all potential applicants understand Habitat’s partnership requirements and all selected families are fully ready to partner with Habitat. Provide a positive experience and outstanding customer service to all.
7. Responsible for accurately reviewing credit reports and other financial application related documents; completing Financial Reviews for Home Repair partner families.
8. Tracks Home Repair partner family program requirements including sweat equity and home buyer education to ensure that partner families complete their partnership requirements on schedule. Coordinates with the Home Repair Administrative Manager as necessary for support.
9. 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.
10. Will be available to assist with outreach activities as needed.
11. Coordinate the training and work of volunteers, interns and/or AmeriCorps to support the needs of the department.
12. Report regularly on program statistics and demographic information and provide feedback to staff leadership on when outreach efforts should be ramped up and when then Home Repair program should move beyond GES and Southwest Denver.
13. Collaborate with Habitat staff to further our mission to eliminate poverty housing.
14. Build and maintain relationships with other service providers and make appropriate referrals, as needed, for those applicants who do not qualify for any Habitat program.
15. Enhance the organization’s culture by reinforcing core values and fostering a positive work environment.
16. Performs other duties as assigned.

**KNOWLEDGE & SKILLS:**
- Ability to speak honestly with families that are not yet qualified for housing 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
- Positive, optimistic outlook that fosters an upbeat work environment
- Ability to manage multiple projects simultaneously
- Comfortable with public speaking

**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 years of volunteer or personnel management experience
- Multimedia and culturally relevant marketing experience
- Fluency in Spanish required

**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:**
- 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
- Ability to independently seek solutions, but also work well with a group

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.

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.

Habitat for Humanity of Metro Denver is pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin. Habitat for Humanity of Metro Denver upholds and abides by all Federal Fair Housing and Lending standards.