



## POSITION DESCRIPTION

<b>Title: Homeowner Services Coordinator</b>	<b>Employment Status: At-Will</b>
<b>Department: Homeowner Services</b>	<b>FLSA Status: Full Time Non-Exempt</b>
<b>Reports to: Director of Homeowner Programs</b>	<b>Supervises: Program Volunteers and Interns</b>

### MISSION

**Seeking to put God's love into action, Pikes Peak Habitat for Humanity brings people together to build homes, communities, and hope.**

### GENERAL DESCRIPTION

The Homeowner Services Coordinator helps to ensure the smooth operation of PPHFH's partnership housing programs in support of our mission to build homes, communities, and hope. This position requires a person who can cultivate strong relationships with a diverse group of clientele, staff, community members and volunteers in order to create a positive, life changing experience for the families we serve. The Homeowner Services 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.

### CORE RESPONSIBILITIES

#### PEOPLE

- Communicate with timeliness, clarity, positivity and cultural competence with people of all education and socio-economic levels and backgrounds;
- Develop and maintain positive, collaborative functional relationships with staff, homeowners, volunteers, donors and vendors;
- Assist in the oversight workings of Family Selection, Family Partnership and Delinquency Committees; and
- Provide culturally sensitive services to potential applicants and homeowners.

#### HOMEBUYER/HOMEOWNER SUPPORT

- Ensure that the Director of Homeowner Programs is fully informed and appropriately engaged in planning and programmatic activities;
- Organize and facilitate Homeowner Selection activities including organizing applicant orientations and meetings and assisting the Director of Homeowner Programs in all aspects of the homeowner selection process. Manage correspondence with prospective applicants;
- Organize and facilitate Homeowner Selection activities including organizing applicant orientations and meetings and assisting the Director of Homeowner Programs in all aspects of the homeowner selection process. Manage correspondence with prospective applicants;
- Assist the Director of Homeowner Programs in all aspects of the Home Repair Program application process. Manage correspondence with prospective applicants;
- Coordinate with the Volunteer Manager and Development team regarding outreach with community partner organizations, local employers and other relevant entities in conjunction with home repair and homeowner selection marketing and outreach activities;
- Ensures regulatory compliance in regard to providing information to potential program applicants and homeowners;
- Assist future homeowners in completion of program requirements; sweat equity, education, and financial requirements. Communicate progress regarding program requirements to ensure that future homeowners complete their partnership requirements on schedule;
- Administer Habitat's Homebuyer Education Program by overseeing program curriculum design, quality, accuracy; volunteer recruitment and coordination of presenters; scheduling of classes;

- Oversee homeowner communication and connect homeowners to community resources by managing publications and distribution of the homeowner newsletter, managing content on the PPHFH website, and networking with other community agencies;
- Work productively with all departments to ensure Future Homeowner and affiliate needs are met, including sweat equity scheduling, pre- and post-construction meetings, sponsor engagement, dedications etc.; and
- Maintain healthy, supportive relationships with Habitat families who have successfully completed our programs by responding to questions and concerns, initiating engaging communication and including families in affiliate events.

## **MORTGAGE ORIGINATION AND SERVICING**

- Administrative duties as needed in conjunction with the management of PPHFH's Loan Portfolio including filing, database management, data entry, data management and reporting;
- Assist with mortgage sales; liaise with other financial institutions involved with the sale and servicing of Habitat mortgages.

## **OTHER KEY RESPONSIBILITIES**

- Collaborate with the Construction team to coordinate construction schedule, application for and obtaining of necessary permits and certification, move-in dates, and walkthroughs;
- Work with Development, Construction, and Homeowner services teams to coordinate and deliver Ground Blessings and Home Dedications;
- Interview selected future homeowners and write a compelling family narrative for use by the Development team and various other media collaborators;
- Work with future homeowners to determine media restrictions, if any;
- Obtain site development task bids, when required;
- Work with Finance team and vendors to accurately track all construction-related costs, including gifts-in-kind;
- Establish and monitor key metrics to ensure projects are completed at or below budget;
- Ensure Director of Homeowner Programs is fully informed in a timely manner of all construction-related planning, administrative, and programmatic activities;
- Monitor program activities and appropriately respond to the impact of unplanned events and informing the Director of Homeowner Programs and/or the Executive Director/CEO, as appropriate;
- Work with Construction team to anticipate, monitor, and ensure purchasing of materials and subcontracts economically and expeditiously;
- Compile program statistics and demographic information and fulfill relevant reporting requirements;
- Answer phones, greet guests and respond to inquiries in a positive, clear and friendly manner and provide a satisfying customer experience;
- Administrative duties as needed to support the Homeowner Services Department;
- Coordinate the recruiting, training, scheduling and tasks of volunteers, interns and/or Americorps including: Outreach, Homeowner Application Session, Home Interviewer, Applicant Education, Family Selection Committee, Office, others; and
- Perform other duties as required or assign.

## **KNOWLEDGE, SKILLS, ABILITIES**

- Comfortable clearly communicating organizational expectations with families, and working with them in a cooperative yet corrective manner as necessary;
- Diplomatic in delicate situations with volunteers, staff, families, or other stakeholders;
- Ability to reserve judgment and be committed to equitable and consistent decision-making;
- Maintaining homeowner and partner family information confidentiality is required;
- 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, but to actively contribute as a member of the Homeowner Services team; and
- 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 evolves.

## **EDUCATION, EXPERIENCE**

- College degree or equivalent combination of education and experience to demonstrate understanding of short- and long-term program/project management;
- 3+ years of experience in an applicable setting such as social services, housing, or nonprofit organization;
- 2+ years of experience administering homebuyer or other education programs;
- Volunteer or personnel management experience; and
- Fluency in Arabic, French, or Spanish desired but not required.

## **PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB**

- Most work is performed indoors;
- Good organizational skills;
- Experience with data entry required;
- Mobility required as responsibilities included visiting construction job sites and attending meetings across Colorado Springs and Denver;
- Requires valid driver's license and ability to meet company's insurance requirements; occasional driving;
- Evenings, weekend work required for homebuyer classes, orientations, and events; and
- Must be able to pass background, motor vehicle and credit reviews.

**INTERNAL INTERACTIONS:** All staff, volunteers, partner families, board members, committee members

**EXTERNAL INTERACTIONS:** Public presentations regarding program to solicit applicants, program volunteers, ground blessings, home dedications

## **EQUAL EMPLOYMENT OPPORTUNITY**

Pikes Peak Habitat for Humanity complies with all applicable Equal Employment Opportunity laws. Employment decisions are made without regard to race (including characteristics associated with race such as hair texture, hair type, and protective hairstyles), color, religion sex, sexual orientation, gender identity, transgender status, national origin, disability, pregnancy, age (40 or older), genetic information (including family medical history), marital status, military status, lawful conduct outside of work, membership or non-membership in a labor organization, or status in any other group protected by federal, state, or local law.

## **COMPENSATION AND BENEFITS**

- The hiring range for this position is projected to \$20.50 - \$22.50 per hour depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:
  - Medical/Life/Dental/Vision Insurance/401(k) Retirement Program with employer match up to 4%/Accrued Vacation and Sick hours/Paid holidays.

## **APPLICATION TIMELINE & INSTRUCTIONS - NO PHONE CALLS, EMAILS OR PERSONAL INQUIRIES**

- Position will remain open until filled
- Apply on our website at [pikespeakhabitat.org/employment](https://pikespeakhabitat.org/employment)
- Upload C.V./Resume
- Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this job description.