



P.O. Box 333  
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[www.stvrainhabitat.org](http://www.stvrainhabitat.org)

**Job Title:** Homeowner Services Coordinator  
**Department:** Homeowner Services  
**Reports To:** Homeowner Services Manager  
**FLSA Status:** Part-time (20 hours) Hourly/ non-exempt  
**Prepared Date:** 10/11/2023  
**Pay Rate:** \$21/Hour  
**Benefits:** Some benefits available for part-time employees, please see [www.stvrainhabitat.org/employment-opportunities](http://www.stvrainhabitat.org/employment-opportunities)

Habitat for Humanity is committed to equity, diversity, and inclusion in the workplace. Please read more about our commitment and HFHSVV as an equal opportunity employer on our website: [www.stvrainhabitat.org/employment-opportunities](http://www.stvrainhabitat.org/employment-opportunities)

**Position Summary:** The Homeowner Services Coordinator is responsible and directly accountable to the Homeowner Services Director for the effective and efficient operation of the homeowner services department. The Homeowner Services Coordinator is responsible for planning informational workshops, assisting with loan processing, and communicating with homebuyers.

**Essential Duties and Responsibilities:**

Selection and Loan Processing

- Following up with prospective homebuyers in on completing their application.
- Communicate program requirements and expectations to future homeowners to meet organization and department completion timelines.
- Assist with creation and translation for home buyer education courses for on-line or in-person classes.
- Communicate program requirements and expectations to future homeowners to meet organization and department completion timelines.
- Monitor future homeowner income and credit to maintain program eligibility and loan readiness.
- Follow and remain current on all regulatory practices associated with homebuying through state laws, federal laws and Habitat for Humanity International policies.
- Follow up with applicants on completing their application and financial fitness

Informational Workshop Planning

- Logistics for securing and organizing workshop location
- Coordinating presenters
- Marketing
- Target businesses and education facilities to provide home buyer support services

Administrative Duties

- Digital and physical file management

*Building Strength, Stability and Self-Reliance Through Shelter*

- Returning phone calls
- Scheduling meetings
- Maintain a database of interested buyers
- Maintain a database of affordable housing certified lenders and real estate agents knowledgeable of the affordable housing options

**Basic Position Requirements:**

- Good interpersonal and customer service skills.
- Bilingual in English and Spanish required
- Working knowledge of MS Windows/MS Word/MS Excel
- A commitment to the mission of the affiliate in accordance with the HFHI Affiliate Covenants
- Developed organizational skills
- A self-starter who can develop programs within the strategic plan
- The ability to work independently, prioritizing and managing work time accordingly
- Empathetic Communicator with the ability to positively work with clients
- Knowledge of cultural difference and ability to respond appropriately

**Preferred Skills and Qualifications**

- Mortgage Processing or Banking experience
- Mortgage Lending or Financial Counseling experience

20 hours per week, schedule TBD, Flexible hours with weekend and evening meetings likely

***If you feel you are qualified and wish to apply for this position:***

1. Please review the affiliate covenant on our website. [www.stvrainhabitat.org/employment-opportunities](http://www.stvrainhabitat.org/employment-opportunities)
2. Submit your cover letter and resume to Joel Russell, [jrussell@stvrainhabitat.org](mailto:jrussell@stvrainhabitat.org)
3. If HFHSVV is interested, the office will contact you to discuss next steps