



**POSITION DESCRIPTION**  
[www.habitatmetrodenver.org](http://www.habitatmetrodenver.org)

<b>Title:</b> Homeowner Services Intake Associate	<b>Employment Status:</b> Full-time
<b>Department:</b> Homeowner Services & Lending Programs	<b>FLSA Status:</b> Non-exempt
<b>Reports to:</b> Homeowners Eligibility Supervisor	<b>Supervises:</b> Volunteers, Interns, AmeriCorps Members

Jan 2024

**Who You Are:**

You are someone who people can rely on, and you are always there when they need a helping hand. You like variety in your work and seek unique challenges every day. You’re a “people person” and enjoy hearing their stories and connecting on a personal level. You are looking for a new position where you can make a difference in your life, the lives of others, and the world. In return, you seek an organization that appreciates your individuality and supports you as a member of a diverse and talented team. People often comment how you are welcoming, honest, organized, and a real problem solver. You know in your heart it is time to find an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

**Who We Are:**

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to bring people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy, and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all. To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. Habitat Metro Denver is also an advocate for policies that create and preserve affordable housing. We work in neighborhoods across five counties in Metro Denver to not only build, renovate and sell new homes, but also to do critical home repairs to help families stay in their homes longer. Throughout our 43-year history, Habitat Metro Denver has served more than 2,500 households and is one of the top ten producers in the Habitat U.S. network nationwide.

**How We Succeed Together:**

Habitat Metro Denver’s **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.



**Solid Foundations** – Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

**Innovative Design** – We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

**Open Doors** – We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

**Clear Windows** – We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

**Supportive Structures** – We have each other’s backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

#### **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, and volunteers in order to create a clear understanding of the intake process and provide a satisfying customer experience.

*The following reflects the organization’s definition of essential functions for the position but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential position’s functions.*

#### **CORE RESPONSIBILITIES:**

- Uphold Habitat Metro Denver’s commitment to Affirmatively Furthering Fair Housing, the FairHousing 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.
- Update the Homeowners Eligibility Supervisor on financially qualified applicant numbers.
- Facilitate Final Selection Interviews with Homeownership Program applicants and support the Homeowner Selection team with the final selection of qualified applicants.
- Maintain communication with applicants throughout the application period, responding to questions regarding applicant’s financial qualifications, program qualifications, and denial decisions.
- Assess income and credit worthiness of applicants to determine if the program’s financial requirements are met.
- Provide outreach support to Program Managers including attending community outreach events.
- Provide administrative support 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 programs applicants.
- Recruit and support Homeowner Services Core Volunteers in conjunction with Volunteer Department, to support the needs of the department.
- Build and maintain relationships with other service providers and make appropriate referrals, as needed, for those applicants who do not qualify for the Habitat Housing Programs.

- Manage relationships with external vendors to ensure on time deliverables.
- Other administrative duties as appropriate.
- Additional Support Roles
  - Take part in the collaboration with the Marketing department to create marketing flyers and keep the housing programs webpages current.
  - Assist in the translation of marketing materials into Spanish.
  - Assist in the preparation and execution of Housing Programs Information Sessions.
  - Assist in, and sometimes lead, Spanish language Housing Programs Information Sessions.

**HOME REPAIR PROGRAM (Support Roles):**

- Support the team in tracking Home Repair partnership requirements including sweat equity and home buyer education to ensure that homeowners complete their partnership requirements on schedule.
- Assist in ensuring that the Home Repair project payment is made in a timely manner.
- Assist in the coordination with Home Repair Construction Manager to ensure Home Assessments are completed in a timely manner and all homeowner communication is appropriately managed, especially regarding Scope of Work.
- Help schedule and complete Home Repair partnership meetings with homeowners.
- Provide support in the completion of required documentation to properly secure investment in homeowner's property.
- Provide support in the completion of required documentation and processes to ensure home title is cleared at end of agreement period.

**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 the needs of the position 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 spoken and written Spanish and English is required. Other languages are a plus.

**EXPERIENCE:**

- Experience (work, volunteer, and/or education) to demonstrate an understanding of short-term and long-term program / project management.
- Minimum 1 year of experience in an applicable setting such as social services, housing, and/or nonprofit management preferred.
- Minimum 1 year in a customer service setting
- Minimum 1 year of volunteer management experience preferred.
- Multimedia and culturally relevant marketing experience preferred.

**PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS ROLE:**

- Ability to work at a desk and 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.

- Able to lift and carry up to 25 pounds when necessary.
- Proof of COVID-19 vaccination is currently NOT required for employment.

**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.
- Recurring evening and weekend meetings.
- Valid driver’s license and ability to be insured under the company’s insurance policy is prerequisite; driving is required. A Motor Vehicle Report (MVR) will be run for insurance purposes.
- Shared office environment with ability to work remotely.
- Ability to independently seek solutions, but also work well in a team-based environment.
- Hybrid work model (minimum 2 days/week at a Habitat location, with ability to work from home the other days) During the first 6-9 months of employment additional days in the office will be required to build critical interpersonal connections and strengthen the communications team’s vision, strategy, and cohesiveness.

**The Starting Hourly Pay Range** for this position is expected to be \$18.29 - \$19.80 / hour with consideration given for applicable education and/or experience above the minimum requirements. The full Hourly Pay Range for this position is \$18.29 - \$21.60 / hour.

**Benefits available** include medical, dental and vision insurance options; 401k with employer match; Paid time off for vacation, sick, holidays, floating holidays; and parental leave; short and long-term disability; Healthy Families and Workplaces Act (HFWA) Leave; Paid Parental Leave (PFML); and paid time to volunteer.

**Please apply by copying and pasting the following link in your browser:**

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=64420&clientkey=9F05EDCA5A4F338D08503989FA9B94C0>

**Or visit our Careers Page:**

<https://habitatmetrodenver.org/about/careers/>



*At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.*