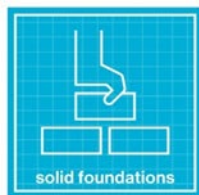




Homebuyer Intake and Lending Lead
Position Description
May 2026
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Title: Homebuyer Intake and Lending Manager	Employment Status: Full Time
Department: Homeowner Services	FLSA Status: Exempt
Reports to: Homebuyer Experience Manager (interim)	Supervises: Homebuyer Guides, Program Volunteers, and Interns

CULTURAL BLUEPRINT *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.*



We keep mission and relationships at the heart of everything we do.



We embrace change, take initiative, and stay curious.



We welcome everyone!



We focus on authenticity, transparency, and accountability.



We collaborate and have each other's backs.

GENERAL POSITION DESCRIPTION

The Homebuyer Intake and Lending Manager's primary responsibility is to lead and oversee the Homebuyer Intake and Homebuyer Guide functions, including supervision of staff, management of workflow, quality assurance, and achievement of departmental goals. The position also maintains responsibility for complex application review, buyer pathway assessment, and lending activities. This role will provide limited loan origination activities as needed to ensure continuity of service for partner families and program success.

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

CORE RESPONSIBILITIES

Application Pipeline Management

- Oversee and manage the active pipeline of homebuyer applications. Review, process, and maintain complete and accurate income eligibility and assess income, assets, debt, and credit to determine financial eligibility and program compliance.
- Ensure files meet internal quality standards and regulatory requirements, initiating enhancements for ongoing marketing, application and/or quality improvement. Track application status, deadlines, conditions, and next steps; proactively identify and resolve

bottlenecks.

- Collaborate with internal teams (Housing Programs, Lending, Grants, Construction,) to align timeline expectations and requirements.
- Collaborate with the Sr. Director of Homeowner and Lending Programs to evaluate and refine eligibility criteria, policies, and practices to align with other internal departments reflect industry standards and best practices.
- Facilitate Final Selection Interviews with Homeownership Program applicants and support the Homeowner Selection team with the final selection of qualified applicants.
- Regularly provide guidance and strategies for homebuyer recruitment initiatives and marketing efforts to drive a strong pipeline of qualified applicants, ensuring effectiveness through ongoing monitoring, evaluation, and adjustment of strategies as needed. This includes active participation in recruitment events, informational sessions, open houses, internal marketing meetings, and homeowner centric events and celebrations.
- Facilitate strategic outreach to organizations that can aid us in meeting our recruitment goals and developing relationships with organizations that can further assist applicants that cannot currently be accepted into the program.
- Lead or engage in special projects and other associated duties as required to help fulfill our mission in alignment with our Cultural Blueprint values.

Buyer Pathway Assessment

- Evaluate applicants and partner families to determine the most appropriate homeownership pathway. (e.g., guided, expedited, mortgage ready).
- Clearly communicate pathway expectations, requirements, and timelines to buyers.
- Via regular checkins with homebuyer guides, monitor ongoing financial and program consistency to ensure buyers remain qualified and loan eligible.
- Flag changes in financial circumstances that may impact eligibility or require pathway reassessment and communicate with department leadership.
- Oversee final selection, underwriting preparation, and readiness milestones.
- Identify opportunities to improve pipeline flow, processing efficiency, and applicant experience, and implement process improvements in collaboration with leadership.
- Identify and steward partnerships related to financial readiness of applicants, current and future.
- Oversee and engage volunteers and interns in daily activities.

Homebuyer Guide Management

- Lead by example and mentor a small team of professionals by fostering a collaborative and high performance work environment that supports potential homeowners, other departments, volunteers, and our mission.
- Conduct individual performance evaluations, set goals, and ongoing feedback to support professional development.
- Provide training to enhance the team's technical skills and knowledge.
- Lead and coordinate partnership orientations in collaboration with Housing Programs staff by setting expectations, ensuring Homebuyer Guides follow standardized content, and reinforcing key information with homebuyers.
- Oversee scheduling, monitoring, and communication related to New Homeownership program requirements by establishing clear processes, reviewing progress reports, and coaching staff to ensure that homebuyers complete their partnership requirements on schedule.

- Ensure timely collection and review of financial documentation by setting documentation standards, monitoring adherence, and providing guidance to Homebuyer Guides on how to assess consistency in finances throughout partner families' tenure in the program.
- Monitor quality of one on one meetings between Homebuyer Guides and homebuyers by reviewing notes and outcomes, offering coaching and feedback, and stepping in to conduct meetings directly when higher level problem solving or interim coverage is needed to keep action plans on track.
- Ensure timely and accurate updates within the Monday.com pipeline, maintaining alignment across HOS boards by tracking progress, verifying completeness of data, and supporting effective workflow management.
- Ensure partnership is effective in preparing homebuyers for homeownership, including but not limited to regularly evaluating and refining the educational curriculum provided to homebuyers, along with ensuring that materials remain accurate, timely and robust.
- Direct daily work and provide oversight and coverage for Homebuyer Guides, serving as a secondary or interim Guide for assigned households when coverage or capacity gaps arise, and ensuring consistency in service delivery and documentation.

Loan Origination Support (As Needed / Program Dependent)

- Support loan origination activities during peak volume or staffing transitions, including:
 - Prepare all necessary disclosures for each closing through the Loan Origination System; Encompass.
 - Manage relationships to ensure on-time deliverables and serve as the liaison between all parties, i.e.: title company, insurance agent, internal departments to prepare all necessary documents for all closings.
 - Set up all confidential loan files and coordinate with the accounting department for all post-closing needs.
- Ensure compliance with applicable lending regulations and internal lending policies.
- Serve as a resource for closing coordination and borrower communication when necessary.
- Maintain appropriate licensure and training.

Compliance, Systems & Continuous Improvement

- 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, collaborating with the lending team in timely programmatic updates related to loan eligibility and origination practices.
- Collaborate with Government Grants department to ensure accuracy and completeness of all HUD income certifications and related grant reporting.
- Foster and develop meaningful volunteer opportunities to lessen the workload of staff, build community with program volunteers and donors, and harness the knowledge and expertise that a diverse volunteer pool can contribute. This includes promoting volunteerism among Habitat homeowners.

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrate energy and passion for Habitat's mission, values, and integrity in all aspects of the position with a strong desire to engage others in the organization's work.
- Ability to build strong relationships with team members, volunteers, and housing clients.
- Advanced skills in MS Teams, SharePoint, databases, and the MS Suite.
- Ability to manage multiple priorities simultaneously while meeting strict deadlines.
- Proven ability to work in a fast paced, constantly evolving environment.

- Proven proficiency in dissemination of pertinent information.
- Ability to flex communication style when necessary to communicate clearly and professionally with diverse audiences of homeowners, volunteers, contractors, suppliers, and coworkers.
- Excellent electronic file management and documentation skills.
- Ability to maintain confidentiality.
- Proven ability to exercise sound decision making, take initiative and manage up and laterally when needed; strong and respectful persuasive skills.
- Comfortable with public speaking.

EXPERIENCE

- 5+ years of experience of increasing responsibility in loan services, loan origination, affordable housing, and/or real estate.
- 2+ years in a management role.
- Must possess NMLS loan origination license.
- Proven experience with Encompass, or similar loan origination / processing software required.
- Experience in a client facing customer service role.
- Solid understanding of loan documents.
- NonProfit experience / HUD / affordable housing highly preferred.
- Fluency in spoken and written Spanish is preferred. French or Arabic is desirable.
- A related degree (Real Estate, Business, Finance, Social Work) could be helpful in this role.
- A general understanding of government grants could be beneficial in this role.

WORK ENVIRONMENT & CONDITIONS, PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- Most work is performed indoors at a desk in a shared office or meeting setting, with the ability to work remotely at times.
- Ability to talk on the phone and work at a computer for extended periods of time.
- Some work conducted off site at other agencies, in the homes of applicants, or other locations as needed. Often required to climb stairs to access various 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.
- 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.
- Ability to independently seek solutions but also work well in a team based environment.
- Some work outside of traditional office hours (evenings & weekends) will be required.
- Hybrid work model: minimum 2 days/week at a Habitat location (Tuesday, Wednesday, and/or Thursday), with ability to work from home the other days) During the first 6 to 9 months of employment additional days in the office might be required to learn the role, build critical interdepartmental connections, and strengthen the team's vision, strategy, and cohesiveness.
- Habitat's office where this position will report to is 430 S Navajo St, Denver, CO 80223.

The Starting Salary Range for this position is \$57,784 to \$65,000, with offers typically between the minimum to midpoint of the starting pay range posted depending on qualifications, internal equity and the budgeted amount for the role.

Benefits available include medical, dental and vision insurance options with employer paying up 100% for employee only coverage; 401k with employer match up to 4%; paid time off for vacation, holidays, floating holidays; and parental leave; short and long term disability; Healthy Families and Workplaces Act (HFWA) Leave; Paid Family and Medical 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/portal/9F05EDCA5A4F338D08503989FA9B94C0/jobs/234920>



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.