



Job Description – Homeowner Support Specialist

Full-time, exempt position

30 hours per week including evening and weekend hours as necessary

Reports to: Homeowner Services Manager

Job Summary: The Homeowner Support Specialist provides direct service and support to participants in the Homeownership and Home Repair programs as a means of assisting in the achievement of the affiliate's overall strategies, goals and objectives.

Requirements:

- B.A. or B.S. Degree required; social work, human services or focus on other related field preferred;
- Strong computer skills, including proficiency in Microsoft Office;
- Strong interpersonal and cross-cultural skills with the ability to establish and maintain relationships with a diverse group of homebuyers, homeowners, home repair recipients, community partners, volunteers, and staff;

Responsibilities:

- Coordinate and facilitate support activities and programs for homebuyers and homeowners, including all aspects of the partnership, pre-build, construction, post-build and post-purchase phases;
- Monitor homebuyer's participation in and compliance with program requirements, including sweat equity, homeowner education and pre-paid closing costs;
- Maintain regular communication with homebuyers regarding their progress and status in the Homeownership Program;
- Coordinate and facilitate support activities for home repair recipients, including all aspects of pre-work and post-work phases;
- Maintain compliance with all state and federal housing/lending requirements and implementation of affiliate policies and procedures;
- Assist with homebuyers' transition post-build and repair recipients' transition post-work completion to the Finance team;
- Liaison with Homeowner Services Committee;

Knowledge, Skills, Abilities:

- Strong verbal and written communication skills, including comfort with group facilitation and occasional public speaking;
- Strong organizational skills and detail oriented, with the ability to maintain confidentiality and comply with record-keeping requirements;
- Ability to resolve problems within a timely manner, and effectively display sound and accurate judgment;
- Ability to work both independently and collaboratively with a strong focus on providing quality service;

Work Environment and Conditions: Job duties are performed primarily at a desk, with occasional tasks performed in the field. Occasional travel within the service area and use of personal vehicle is required.

Criminal background check and sex offender registry check required.

Salary is commensurate with experience and qualifications.