

Job Description

Job title: Director of HomeOwner Services

Reports to: CEO

Salary range: \$75,000-85,000 per year

Job overview: This position is a senior leader within Habitat for Humanity of Durham [HFHD] and must represent the organization accordingly in all their interactions. This position's primary responsibility is to implement all aspects of HFHD's application process to fulfill the organization's strategic plan and mission to increase families served. Additionally, to build and grow HFHD's communities throughout-reach and home-owner education.

Responsibilities & Duties:

- Regularly review and streamline the application processes for homeownership, repairs and homeowner incubation programs while ensuring compliance with mortgage lending regulations such as the: Fair Housing Act, Real Estate Settlement Procedures Act, Non-Judicial Foreclosure Act.
- Maintain TILA & RESPA loan originator certification as mandated by Habitat International.
- Maintain, manage, and ensure compliance with all departmental and organizational policies and procedures.
- Oversee, manage, and supervise the daily functions and responsibilities of HomeOwner Services Manager, Post Purchase Engagement Specialist and HomeOwner Services Specialist positions, and office volunteers.
- Manage and facilitate the HomeOwner Services and Support Committees.
- Conduct formal interviews with home buyers
- Provide and instruct pre and post-closing budget with home buyers at the time of approval; follow process to manage.
- Evaluate, revise if appropriate, and implement required training and/or counseling program for homeowners in process
- Evaluate, authorize, and recommend approval of loan applications
- Maintain and adhere to ensure compliance and underwriting guidelines are met.
- Oversee/Underwrite all Habitat and secondary loans for borrowers
- Oversee/Manage closing process with partner family, staff, and closing Attorney to include document preparation.
- Oversee/Manage the Repair application process.
- Manage and perform the duties associated with filing bankruptcy claims and the management of the process including proper set up and payment of the bankruptcy accounts.
- Work with the attorney to implement and oversee the management of the foreclosure process.
- Monitor, manage delinquency and follow-up on mortgages in Habitat's loan portfolio.
- Intervene in critical family situations as required.
- Prepare and present required information to Habitat's Board of Directors and its subcommittees.
- Prepare work plans with HomeOwner Services staff
- Communicate with and maintain relationships with other agencies involved with Habitat families.
- Lend support and serve as resource to neighborhood organizations where Habitat is involved.
- Attend community events and meetings as needed.
- Be an active member of Habitat's Leadership team.
- Create and adhere to annual HomeOwner Services departmental budget.
- Perform other duties as assigned by the CEO.

Qualifications:

Education: BA/BS preferred plus pass certification as a Qualified Loan Originator, or ability to certify with 6 months of employment

Experience: 5+ years of supervisory/management experience plus experience with a leadership team.

Specific Skills: Ability to efficiently and effectively organize work and time.
Demonstrated ability to work in an office and in neighborhoods with frequent interruptions.
Must be a self-starter.
Nonprofit management experience preferred.
Strong experience with MS Office Suite with focus on Excel
Strong communication, planning, and organizational skills.

Characteristics: Bring energetic, collaborative, and flexible style, with a strong service and team-player mentality.
Ability to work in a cross-functional, fast-paced work environment.
Interest in and commitment to affordable housing.

While this position will be based in Durham Habitat's office, it will include regular meetings and visits outside of the office. This position works with outside stakeholders and will meet on their schedules. A flexible schedule is needed, as this is not a 9-5, Monday-Friday job. There will be weeknight and weekend commitments.

The Director of HomeOwner Services will be committed to the philosophy of Habitat and have organizational skills and the ability to work with minimum supervision. You should be able to communicate effectively with people of all levels and represent Habitat in the greater community. You must have the ability to work within an MS Windows environment with proficiency in Word, Excel, and the capacity to work with the database software as required.

Compensation will be negotiated within Durham Habitat's overall compensation structure commensurate for a coordinator/specialist level position. Health and retirement benefits are included.

Application Process

To apply, send a cover letter and resume to:

Habitat for Humanity of Durham

c/o Human Resources

PO Box 11860

Durham, NC 27701

or

workwithhabitat@durhamhabitat.org

No phone calls please.

Habitat for Humanity of Durham is an Equal Opportunity Employer.

NOTE: In accordance with the American with Disabilities Act of 1990, all of the job requirements listed above are considered essential.