

## **Job Description**

**Job title:** Homeowner Services Specialist

**Reports to:** Homeowner Services Manager

**Job overview:** This position implements aspects of Durham Habitat's family application processes and homeowner support programs. As Homeowner Services Specialist you will lead the design and successful implementation of Durham Habitat's external family services activities to support Habitat's strategic plan and mission to build more homes, hope and community in Durham.

This position will support homeowner partners and prospective partners by designing and expanding homeowner education programs, facilitating access to current and future programs, and connecting families to excellent resources.

### **Responsibilities & Duties:**

- Familiarize and maintain certification with regulations such as the: Fair Housing Act, Equal Credit Opportunity Act, Real Estate Settlement Procedures Act, Non-Judicial Foreclosure Act.
- Attract a healthy pipeline of approved applicants from within the community for Habitat's housing solutions (homeownership, repairs, and Homeowner Incubation Program)
- Refer non-qualifying applicants to the appropriate referral programs and track denials for possible re-application.
- Log all events, meetings, and other presentations in Affirmative Action Marketing log.
- Provide the Director with weekly schedule of events and productivity.
- Prepare home buyer biographical stories to use with coaching and for External Communications.
- Continually work with staff and families to ensure the empowerment story is told and that the organization operates in ways that are most empowering for families and transforming for our neighborhoods and communities.
- Support current and prospective homeowner families by understanding needs and responsibilities in owning a Habitat home and using available resources to meet those needs.
- Accompany the repairs team to home assessments to assist Durham neighbors.
- Develop measurable metrics to evaluate current and new programs.
- Reestablish and maintain regularly homeowner newsletter. Work with Youth Program to provide educational opportunities.
- Work with community organizations to maintain partnerships.
- Attend community meetings as needed.
- Perform any other task assigned by Director of Homeowner Services.

### **Qualifications:**

#### **Education:**

- Associates degree preferred plus pass certification as a Qualified Loan Originator or completion of certification within 6 months of hire.

#### **Experience:**

- 3+ years with a non-profit or related field.

#### **Specific Skills:**

- Ability to efficiently and effectively organize work and time.
- Have a passion and calling to empower families and revitalize communities and must be willing to implement empowerment methodologies for working with under resourced families and communities.
- Have demonstrated experience in the engagement of volunteers in their work.
- Demonstrated ability to work in an office and in neighborhoods with frequent interruptions.
- Must be a self-starter.

- Experience with MS Office Suite [specifically Excel, MS Word, MS Publisher, and MS Outlook].
- Strong communication skills and will have a calm and very pleasant demeanor when working with a wide variety of people.
- Current driver's license and access to a vehicle.

**Characteristics:**

- Be a proponent of asset and faith-based community development.
- 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 Homeowner Services Specialist 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](mailto: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.**