



POSITION: Family Services Coordinator

POSITION REPORTS TO: Family Services Manager

POSITION SUMMARY: The Family Services Coordinator is responsible for ensuring a successful application process for potential homebuyers through Habitat's Affordable Homeownership Program. The Family Services Coordinator will coordinate all aspects of the application process including application intake, answering applicant questions and assisting in Homeownership Program marketing. The Family Services Coordinator will support all functions of the Family Services Department.

This position works Monday-Friday, 8:30am-4:30pm, with some evenings and weekends required. Compensation is hourly at \$18.00-\$21.00 per hour.

POSITION KEY RESPONSIBILITIES:

Homeowner Selection & Support – 80%

- Communicate with timeliness, clarity, positivity, and cultural competence with people of all educational levels and backgrounds
- Maintain Certified Mortgage Qualified Loan Originator Certificate (QLO)
- Process and maintain database of applicants and applications and interested individuals
- Follow-up with applicants as needed for supporting documentation
- Answer phone calls and emails and greet applicants interested in the Affordable Homeownership Program and Almost Home - Homeownership Preparedness Program
- Create and send monthly reports to approved applicants, monitoring progress (Log hours of Partner Families for Dashboard) and identifying partnership issues, if applicable
- Assist with the workings of the volunteer Family Services Committee
- Maintain Partnership Agreements with each current Partner Family
- Administrative tasks related to family services – emails, mailings, scheduling, phone calls, etc.
- Manage scheduling of virtual and in person Partner Family meetings
- Assist in the collection of documentation and data entry for in house mortgages
- Additional tasks as assigned

Outreach/Marketing – 20%

- Support targeted outreach campaigns to recruit qualified applicants for the Affordable Homeownership Program
- Prepare presentation materials for presentations/orientations and assist with presentations and marketing
- Assist with Informational Sessions for the public on Habitat Homeownership Program and other varieties of out-reach programs



POSITION QUALIFICATIONS:

- College degree, any field, or relevant experience preferred
- Previous experience in mortgage, title, or real estate industry preferred
- Strong computer skills – Microsoft Office software experience required, Outlook
- Excellent organization and ability to work on multiple projects at once
- Must have strong time-management skills and work well with deadlines and timelines
- Positive and passionate spirit with a tenacity for change
- Strong public speaking and presentation skills
- Must be a self-starter and a team player
- Great written and verbal communication skills
- Bilingual in English and Spanish and/or Creole is preferred
- Candidates must possess a valid driver's license and have own form of transportation

Employment

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of the company that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the company or the employee, may terminate that employment at any time.

EEO

Habitat for Humanity Burlington and Mercer Counties is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

To Apply: Please send resumes to Taquana Wright: twright@hfhbmc.org
No phone calls please.