

## **JOB DESCRIPTION**

**TITLE:** Homeownership Director

**DEPARTMENT:** Homeownership

**IMMEDIATE SUPERVISOR:** Vice President of Housing Services

**STATUS:** ☒ Exempt ☐ Non-Exempt ☐ Hourly

**DATE CREATED:** October 10, 2014

---

### **JOB SUMMARY:**

Under the supervision of the Vice President of Housing Services, the Homeownership Director directs and manages all aspects of the Homeownership Division, the provision of services and ensures that the goals established are achieved. The Homeownership Division consists of the following programs: homebuyer counseling, homebuyer education, foreclosure prevention counseling, financial counseling and financial education. The Homeownership Director is responsible for the delivery of superior services and client management, including organizational systems. The position will also work with financial partners to expedite and track client progress through the home purchase process and closing.

### **MINIMUM REQUIREMENTS:**

- Five (5) years of experience in the mortgage industry or other relevant experience.
- Three (3) years supervisor experience.
- Bilingual preferred - English/Spanish.
- Ability to work independently and exhibit initiative in problem solving.
- Ability to travel to week-long NeighborWorks America conference training sessions.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Detail-oriented, and responsible;
- Ability to work with and supervise people with varied cultures and backgrounds;
- Must be able to manage multiple priorities with competing deadlines;
- Must be entrepreneurial;
- Ability to work independently;
- Ability to develop relationships for potential lending and development opportunities is essential;
- Effective communication skills, both oral and written along with solid interpersonal skills
- Strong computer skills; and
- Know the business including policies, procedures, and compliance with applicable state and federal laws and regulations.

### **ESSENTIAL JOB FUNCTIONS:**

- Provide leadership for staff to maximize program capacity while serving clients
- Proactive leader and team player with the ability to be influential and establish positive working relationships across the organization.

- Develop and implement programs including, but not limited to homebuyer counseling and education programs, post-purchase counseling, foreclosure prevention counseling and financial literacy education and counseling.
- Conduct marketing and communication among multi-level client base.
- Prepare monthly, quarterly and annual reports to various funding sources.
- Manage and prepare annual budget.
- Work with staff to ensure client and program files are in compliance with funder requirements.
- Record, review and analyze customer data to identify trends, opportunities and new business models.
- Manage and track all clients through all stages of the purchase pipeline, overseeing all activities and work flows.
- Maintain and develop relationships with local municipalities, counties, lenders and financial partners to secure funding for programs.
- Act as a liaison with local organizations for cross referrals.
- Conduct outreach, develop and create learning seminars on-site with local employers, while conducting affinity group meetings.
- Actively recruit new class participants through housing fairs, churches, neighborhood association meetings, employer presentations and other workshops.
- Maintain and expand current Individual Development Account programs.
- Identify and apply for diversified grant opportunities to support homeownership programs.
- Manage Prosperity Center VITA sites and meet IRS compliance with staff and volunteer tax preparation certification (approximately 40 hours training annually).
- Provide monthly program productivity reports to Vice President of Housing Services.

## **CORE COMPETENCIES**

### **Job Knowledge/Technical Knowledge**

Applies knowledge to identify issues and internal problems; works to develop additional technical knowledge and skills.

### **Quantity of Work**

Produces an appropriate quantity of work; does not get bogged down in unnecessary detail; able to manage multiple projects; able to determine project urgency in a meaningful and practical way; organizes and schedules people and tasks.

### **Communication**

Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.

### **Problem Solving**

Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of

a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.

**Attention to Detail**

Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors gauges, instruments or processes; concentrates on routine work details; organizes and maintains a system of records.

**Flexibility**

Remains open-minded and changes opinions on the basis of new information; performs a wide variety of tasks and changes focus quickly as demands change; manages transitions from task to task effectively; adapts to varying customer needs.

**Organization**

Able to manage multiple projects; able to determine project urgency in a practical way; uses goals to guide actions; creates detailed action plans; organizes and schedules people and tasks effectively.

**Staff development**

Works to improve the performance of oneself and others by pursuing opportunities for continuous learning/feedback; constructively helps and coaches others in their professional development; exhibits a “can-do” approach and inspires associates to excel; develops a team spirit.

**Quality Control**

Establishes high standards and measures; is able to maintain high standards despite pressing deadlines; does work right the first time and inspects work for flaws; tests new methods thoroughly; considers excellence a fundamental priority.

**PHYSICAL REQUIREMENTS:**

Ability to endure short, intermittent, and/or long periods of sitting and/or standing in performance of job duties.

Transport him/her to other departments, conference rooms, and on occasion, to off-site locations to accomplish job responsibilities, attend meetings, workshops, seminars, etc.

Accomplish job duties using various types of equipment/supplies furnished by the agency, e.g. pens, pencils, calculators, computer keyboard, telephone, etc.

**To apply, please visit: [www.cp-cto.org/search-jobs-apply](http://www.cp-cto.org/search-jobs-apply).**