



Job Description: Flagler Habitat Homeowner Services Coordinator

Position Title: Homeowner Services Coordinator

Department: Homeowner Services

Reports To: Executive Director

Apply To: executivedirector@flaglerhabitat.com

Call: 904-687-4251

Overview

The Homeowner Services Coordinator plays a vital role in ensuring the success of Habitat for Humanity's mission by guiding potential homeowners through the application process and supporting them throughout their homeownership journey. This position fosters positive relationships between Habitat and the communities it serves by educating, assisting, and empowering individuals and families toward achieving affordable homeownership.

Key Responsibilities:

Homeownership Program Support

- Assist in the recruitment and selection of potential Habitat homeowners through outreach, information sessions, and application processes.
- Review applications, conduct eligibility assessments, and verify applicant information, including income and employment status.
- Serve as the primary point of contact for applicants, providing support and guidance throughout the application process.
- Educate applicants on homeownership responsibilities, financial literacy, and other related topics through workshops and one-on-one sessions.

Application Processing

- Process homeownership applications, ensuring all required documents are received and properly reviewed.
- Act as staff liaison to Family Selection Committee to determine eligibility and approve qualified applicants.
 - a. Do pre screenings with interested families
 - b. Communicate with families about orientation meetings
 - c. Schedule and attend Orientation meetings
 - d. Take in and process all applications
 - e. Discuss and review applications with committee
 - f. Go on home visits
 - g. Prepare recommendations for the Board
- Maintain accurate records and manage all documentation related to homeowner applications.

Homeowner Support and Communication

- Act as the liaison between Habitat homeowners and the organization, ensuring ongoing communication during and after the home build.
- Facilitate conflict resolution and mediation services, as needed, between homeowners and Habitat.
- Work with volunteers, staff, and committees to support the homeownership process and ensure a smooth transition from applicant to homeowner.

Compliance and Reporting

- Ensure compliance with Habitat for Humanity's policies, local government regulations, and lender requirements.
- Prepare reports and updates on homeowner selection, program success, and homeowner support activities for management and board meetings.

Administrative Support

- Perform administrative duties as described below to support office administration:
 - Maintain database on all volunteers and donors
 - Do the daily store cash count
 - Prepare bank deposits
 - Answer phone and check voice mail messages
 - Pick up, drop off and process all mail
 - Take and process mortgage payments
 - Prepare monthly mortgage reports, send delinquency letters and report monthly payments to the credit reporting agencies
 - Take in and process all monetary donations
 - Maintain office equipment and order necessary supplies
 - Make copies for E.D., Volunteer Coordinator and Construction Supervisor
 - Do all necessary filing
 - Send out donor thank you letters in a timely manner
 - Supervise office volunteers
 - Oversee bulk mailings
 - Run necessary errands

Qualifications

- Experience in nonprofit housing, community development, social work, or customer service a plus.
- Strong understanding of affordable housing programs and the homeownership process.
- Excellent communication skills, both verbal and written.
- Proficiency in Microsoft Office Suite and ability to learn new software systems.
- Experience in counseling, financial literacy training, or homeownership support preferred.
- Ability to work effectively with diverse populations and build strong relationships with community stakeholders.

Key Competencies

- Compassionate Communication: Ability to empathize with individuals and families and effectively communicate complex processes.
- Attention to Detail: Strong organizational skills with attention to compliance, documentation, and deadlines.
- Problem-Solving: Ability to anticipate and resolve challenges creatively and effectively.
- Cultural Sensitivity: Ability to work with individuals from various socioeconomic, cultural, and ethnic backgrounds.
- Teamwork: Collaborative mindset with the ability to work independently and as part of a team.

Applicants should contact Maureen Crompton at 904-687-4251 or email executivedirector@flaglerhabitat.com