



Homebuyer Education & Counseling Coordinator Job Description

Overview: Beyond Housing exists because home matters. We begin with actual houses and housing preservation, focusing on quality and stability to give people a place to start. But there is more to a home than the house ~ home is about the life that happens in and around the house, as well as the life that fuels and draws out the best of the people within it. That life, in turn, is shaped by the community, its influences, its structures, and the people and dynamics that define it.

Beyond Housing helps entire communities become better places to live. We engage where we're needed, focusing on building consensus among leaders, providing and preserving housing, fostering community structures that shape lives, and guiding systems that make people's lives better.

We lead with vision for what a community can be ~ every community is different, but thriving communities tend to share the same basic set of positive traits regarding housing, safety, education, health, infrastructure, and access to basic human services.

We bring together leaders and resources, volunteers and citizens, and pursue a wide assortment of creative approaches to build stronger, healthier communities for life.

Finally, we are community builders, not kingdom builders. "It's their neighborhood, future, & dreams". Our objective is to help build, and contribute the good things we do for the sake of adding value to the lives of the people we're honored to serve.

Position: The Homebuyer Education & Counseling Coordinator provides comprehensive support services to the Homeownership Counselors, Educators, Clients, and Financial Advising Manager & Director, as well as working alongside the Lending team to ensure a smooth process for all clients. An ideal candidate would possess a positive attitude with a willingness to assist, experience with marketing social services and building relationships with key stakeholders, and should easily grasp new information, technology and processes quickly with little required supervision.

Responsibilities include, but are not limited to:

- Implement marketing strategies to increase customer volume to 200+ annual DPA loan closings
- Monitor Salesforce auto-assigned tasks and reach out to nonresponsive leads as prompted to determine whether or not leads are viable
- Utilize auto-assigned tasks and the "Unconverted Leads – 50+ Days Old" report to send "Goodbye" emails to unconverted/non-responsive leads
- Weekly, use the "Referrer Confirmation Needed" report to link leads/customers to the specific lead source
- Provide comprehensive support services to include: efficient client data entry; file management according to HUD guidelines; manage online databases for education classes and housing counseling
- Plan and execute quarterly lender/realtor trainings
- Provide front line support for incoming phone calls regarding homebuyer education and down payment assistance
- Assist with organizing and administration of weekend HBE classes. Candidate will be required to travel to various locations in the metropolitan area, coordinate facilities preparation, facilitate client registration, handling & submitting class fees to accounting and gathering required intake/disclosure forms from clients. Follow proper procedures and internal controls necessary to maintain the security of all systems and confidentiality of all records.
- Meets or exceeds annual performance/productivity goals.

Personal Qualities:

- Collaborative -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- Creative and Curious -- A systems-thinker and builder, who is not afraid to be innovative in designing solutions and has skills in articulating these ideas and concepts.



- Methodical -- Strong analytical, systems, and problem solving skills to evaluate performance, prepare reports, and recommend/implement solutions using independent judgment. Ability to move from concepts to action through strong program design and evaluation.
- Reliable -- Leadership skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects and timelines. Excellent oral and written communications skills.
- Trusted -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions oriented attitude. Shares a deep respect for the community, its stakeholders and the residents that we serve.
- Driven -- Passion for the work and an interest in continuous learning and improvement.

Preferred Experience and Qualifications:

- BS/BA required
- Knowledge in real estate and/or lending a plus
- Excellent interpersonal skills, including a high degree of comfort with public speaking and sales
- Ability to work effectively in a team
- Knowledge of Windows and Microsoft Office, experience with Salesforce a plus
- Willingness to work evenings as needed, some Saturdays and maintain a flexible work schedule
- Skills to include: cultivating relationships with key stakeholders, planning large community events & classes, program sales & marketing.

Supervisor:

- Financial Advising Manager

Supervises:

- N/a

Salary and Benefits:

- Full-time hourly position with benefits as determined in current Beyond Housing Employee Handbook

Application Instructions:

Please send resume and cover letter to hr@beyondhousing.org by May 31, 2019. For more information on Beyond Housing, visit www.beyondhousing.org

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.

Candidate must be able to lift 30-40 pounds, walk, stand and sit without limitation and have reliable & consistent transportation.

ADA – Beyond Housing is committed to furthering the purpose of the American with Disabilities Act (ADA). The company is always willing to consider reasonable accommodations, which may allow a disabled person to perform this or any other job. The **Summary of Physical Requirements** is a list of what we believe at this point to be necessary in order to perform the essential functions of the job.

Diversity & Inclusion Statement At Beyond Housing, we are committed to promoting **Diversity, Inclusion, and Equity** throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

Our vision is to go beyond simple tolerance and fully embrace the things that make each person unique. We recognize that our employees' differences support our ability to advance equity for the communities we serve. Further, we understand that equity is critical to the fulfillment of our mission to help entire communities become better places to live.