

**Habitat for Humanity East Bay
Homeowner Relations Coordinator
Position Description**

Date: June 2011

Department: Homeowner Relations

Reports to: Homeowner Relations Program Manager

Classification: Full Time, Temporary (12 months)

HFH East Bay Mission Statement

HFH East Bay's mission is to create successful homeownership opportunities for families with limited incomes by building sustainable housing and revitalizing neighborhoods.

Position Purpose

The Homeowner Relations Coordinator is responsible for assisting with development and maintenance of HFH East Bay's family selection process and homeowner programs in general. The Homeowner Relations Coordinator will work with other members of the Homeowner Relations Department to create strong connections between homeownership programs, including pre-application, family selection, sweat equity, closing, and post-purchase activities.

Specific Duties and Responsibilities

- Respond to homeowner inquiries
- Maintain the homeowner database and mailing list
- Research and contribute to discussion on homeowner selection and program issues and policies
- Support and develop special departmental projects
- Direct the family selection process by coordinating with the Family Selection Committee (FSC)
- Work with department staff to coordinate pre-application workshops
- Coordinate marketing and outreach of homeownership program; expand outreach to the public and targeted outreach to potential homeowners
- Coordinate and facilitate applicant orientations
- Update application materials in English, Cantonese, and Spanish, if applicable
- Participate in and coordinate the "ability to pay" review and interview process
- Track application status and evaluation of applicants for the final selection meeting
- Participate in and co-facilitate FSC policy meetings
- In collaboration with Homeowner Relations Program Manager and FSC Chair, help recruit and train new FSC volunteers
- Ensure timely notice to applicants
- Record all important communication (verbal and written) in applicant files
- Communicate with staff and volunteers to maintain consistency and best practices in selection
- Work with department staff and volunteers to update the selection process as needed
- Work with department staff to ensure information presented during selection is consistent with the program requirements
- Coordinate approval of applicants with city partners where necessary
- Participate in quarterly meetings with other Bay Area Habitat for Humanity chapters
- Co-facilitate new partner family orientations with Homeowner Relations staff
- Coordinate updates of the Homeowner Manual
- Work with VP, Homeowner Relations to coordinate the pre-closing workshop and individual meetings with homebuyers
- Manage and build HFH East Bay's volunteer translation program for written translation and simultaneous translation at events
- Develop contacts with local community service groups to develop potential partnership opportunities
- Co-facilitate and edit the partner family newsletter

Education, Experience, Knowledge, Skills, and Abilities

Bachelors degree required, preferably in real estate or related field. Knowledge of cities' and states' structure, particularly in the Housing or Community Development level. Strong oral and written communication skills, problem solving skills, and detail oriented personality. Must be comfortable with public speaking. Proficiency in Microsoft Word. Ability to work in teams and coordinate diverse input into plans and processes. Temperament suitable for volunteer-oriented, non-profit organization working with a limited budget. Experience working with Habitat for Humanity or related non-profit housing development organization. Experience working with diverse populations. Spanish, Mandarin, or Cantonese language ability strongly desired.

Work Environment/Physical Requirements

HFH East Bay's office is located on the second floor of a historic church building. Desks are situated in an open environment which is shared with 8 other people. Attend evening and occasional weekend meetings, as necessary.

Note: This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Compensation

This staff position is considered a part of the Habitat East Bay Service Corps and is compensated at a level equivalent to a year of service under the AmeriCorps program. The compensation for this position is \$13 per hour and does not include benefits.

Please submit resume and cover letter to:

Jen Golike

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2619 Broadway

Oakland, CA 94612

Habitat for Humanity East Bay's Anti-Discrimination Policy

Habitat for Humanity East Bay is an equal opportunity employer. It is the policy of HFH East Bay to provide equal employment opportunity for all applicants and employees and equal housing opportunity for all homeowner applicants. HFH East Bay does not unlawfully discriminate on the basis of race, color, religion, sex (including pregnancy, childbirth and related medical conditions), national origin, ancestry, age, medical condition, physical disability, veteran status, marital status, sexual orientation, familial status, Acquired Immune Deficiency Syndrome (AIDS) or AIDS related condition (ARC), mental disability or any other basis prohibited by law.