

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

Date: June 2010

Reports to: Vice President of Homeowner Relations

Department: Homeowner Relations

Classification: AmeriCorps, National Direct

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.
- Investigate synergies between HFH East Bay and other local non-profits to improve HFH East Bay's programs.
- 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.
- Supervise and coordinate mandatory help sessions for applicants.
- Revise and update "ability to pay" evaluation as needed; update spreadsheet.
- 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.
- Recruit and train new FSC volunteers.
- Ensure timely notice to applicants.
- Record or log 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 Community Building Coordinator.
- Coordinate updates of the Homeowner Manual.
- Record or log all important communication (verbal and written) in homeowner files.
- Work with Director of 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.
- Attend monthly College Trak meetings to discuss, develop, and review programs to better involve Habitat youth.
- Work with volunteers to plan and execute youth program. Assist with mailing flyers and maintaining and updating the partner family database.
- Participate in College Trak events to build relationships with volunteers, parents, and youth.

- Contribute actively to development of College Trak with an emphasis on impact and sustainability of the program, including strategic planning and volunteer recruitment and retention.
- Develop contacts with local community service groups to develop potential partnership opportunities.
- Co-facilitate and edit the bi-lingual partner family newsletter.

Education, Experience, Knowledge, Skills, and Abilities

Bachelors degree required, preferably in planning or related field. Knowledge of cities and states structure, particularly in the Housing or Community Development level. Strong oral and written communication skills and public presentation skills is essential. 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. Good oral and written communication skills. Experience working with diverse populations. Knowledge of non-English languages is very helpful.

Work Environment/Physical Requirements

HFH East Bay's office is located on the second floor of a building with no elevator. No other physical requirements.

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

Compensation

- AmeriCorps living allowance: \$11,400
- Monthly rent subsidy: \$200
- Segal Education Award: \$5,350
- Health insurance coverage

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.