

**Title:** Program Coordinator: Repair Services  
**Department:** Repair Services  
**Reports to:** Program Manager: Repair Services  
**Category:** F/T, non-exempt  
**Compensation:** Competitive, DOE / starts at \$41,600

**General Description:** At Habitat for Humanity Seattle-King County (HfHskc) our vision is that everyone has a decent, affordable place to live. Habitat for Humanity Seattle-King County is an affiliate of Habitat for Humanity International, a non-profit, ecumenical Christian housing ministry. Habitat for Humanity works in King and Kittitas Counties to eliminate sub-standard housing and strengthen communities by building, renovating and repairing homes.

The Critical Repair Program (CHR) insures the home's structural components such as roofing, windows and siding are in good repair; the Home Preservation (HP) program provides services like gutter cleaning and window caulking which maintain and protect the overall longevity of the structure; the Aging in Place (AIP) program focuses on the needs of individual homeowners, improving their ability to live safely and independently in their own home.

Habitat is seeking a Repair Services Coordinator (RSC) whose primary responsibilities include helping homeowners in the application process, packaging loan files for underwriting, serving as the communication liaison with homeowners and compiling information for recordkeeping and reporting purposes.

The Coordinator's secondary responsibility is to manage AIP activities. This includes supporting AIP homeowners in the application submittal process and serving as the communications liaison between Habitat and the homeowner. The RSC, working with the Repair Services Manager, is also responsible for maintaining current relationships and developing new partnerships with agencies and organizations supporting the AIP program. The Coordinator will also assist in the recruitment and placement of Occupational Therapist support.

#### **PRIMARY DUTIES AND CORE RESPONSIBILITIES**

- Collect, organize and file homeowner documents for underwriting; submit files and documents to funding sources to obtain approval and meet compliance requirements; file and organize homeowner information in HomeKeeper and/or other management systems (Smart Sheet)
- Support outreach and marketing activities to potential clients, partners and community members to sustain applicant pipeline for all Repair Services components (CHR, HP & AIP)
- Working with Repair Services Manager, vet potential AIP recipients based on determined criteria; assist in home assessments and make recommendations to the Repair Services Manager
- Track statistics, metrics and benchmarks for grant reporting and compliance purposes, and work with RD to generate grant applications and reports
- Take before and after photos of repair projects
- Assist in homeowner interviews and compiling homeowner information for record-keeping and reporting purposes.

*Other duties as assigned:*

- Support Repair Services Manager in other Repair Services activities
- Support Program Department team in other activities as prioritized by the Program Director

## **REQUIREMENTS**

- 2 years minimum of experience with consumer financing and mortgage financing activities
- Strong customer service background in any field which demonstrates applicants ability to work with “the public” and vulnerable populations; comfortable with using a telephone
- Strong organizational and problem-solving skills;
- Attention to detail and ability to prioritize tasks appropriately.
- Computer literate in word processing, spreadsheet and database software.
- Excellent presentation and communication skills, both verbal and written.
- Self-motivated, able to interact well with a variety of people, handle multiple tasks simultaneously, and work well in team environment.
- Required to work occasional evenings and weekends.

## **PHYSICAL DEMANDS**

- Able to lift at least 30lbs
- Sit/work at a computer for extended periods of time

## **CERTIFICATES, LICENSES AND REGISTRATIONS**

- Valid driver’s license with a good driving record
- Loan origination certification required after placement

## **BENEFITS**

Benefits package to include generous vacation/sick leave, medical/dental/vision insurance, short/long term disability, life insurance.

## **TO APPLY**

Please send cover letter and résumé to [HR@habitatskc.org](mailto:HR@habitatskc.org)

*Habitat for Humanity of Seattle-King County is firmly committed to a policy of equal employment opportunity (EEO) and will provide such opportunities to all qualified persons without regard to race, color, sex, sexual identity, national origin, age, religion, disability, or any other characteristic protected by law.*

## **Statement of Commitment on Diversity, Equity, and Inclusion**

At Habitat for Humanity Seattle King County, we build hope for all by tearing down barriers to affordable housing. Our commitment to diversity, equity and inclusion is unwavering.

We have a deep **love** of humanity and embrace all our differences including race, religion, background or identity.

We **act** to remove systemic barriers to sustainable, affordable homeownership through advocacy and equity by providing education on housing issues and inequities for public policy makers and eliminating systemic inequities in our policies and practices. We empower our homeowners through education.

We **bring people together**, leveraging our differences to achieve our mission in our workplaces, building sites, stores, and in our homes.

We build **communities** where everyone feels a sense of belonging. Our support does not stop when a homeowner receives their keys.

We provide **hope** by eliminating disparities in home ownership.