

## Program Coordinator: Homebuyer Support

## Job Description

**Title:** Program Coordinator: Communications and Support  
**Department:** Programs  
**Reports to:** Program Manager  
**Category:** Non-Exempt  
**Compensation:** Competitive, DOE / Compensation Level D

**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.

Habitat is seeking a Program Coordinator whose primary responsibility will be to support newly selected homebuyers in their pre-purchase activities. The Program Support Coordinator (PSC) is responsible for communication with the buyers, their families and their Family Support Partners as they orient into the program, work their sweat equity hours and maintain their program eligibility. The PSC assists the homebuyers in signing up for sweat equity and classes. The PSC will work a minimum of one day on site or in the stores with the homeowners, making sure they are productive and engaging. The PSC also serves as support to homeowner services staff as they assign Family Support Partners, schedule homebuyer/staff meetings, insure the homebuyer's bio and narrative are available, update the buyers on the status of their homes, send out quarterly newsletters, maintain the Homeownership Portal and manage distribution of the Annual Survey and Primary Residency Certification.

The secondary responsibilities of the PSC are, in conjunction with the Program Manager, to support new homeowners in their first year of occupancy. Some examples of the activities may include the assist in post occupancy compliance (impact fees/property tax exemptions), registering with the Association, and certifying the homeowner's information in the HomeKeeper Database.

### **Essential Duties and Responsibilities:**

- **Sweat Equity:** PSC will work with staff to insure homebuyers complete their sweat equity hours. This includes working regularly on the construction site and/or in the retail stores assisting homebuyers in acclimating to the work environment, insuring homebuyers understand sweat equity requirements and safety training occurs before starting on-site activities. PSC will collect log-in sheets, input hours into database and communicate progress with homebuyers. PSC will file a monthly report identifying non-compliant buyers and create plans to address the issue.
- **Communications and scheduling:** PSC, under direction of Program Manager will communicate bi-weekly updates to the homebuyers, keeping them informed of sweat equity opportunities and upcoming trainings. PSC will insure sweat Equity families are attending classes, communicating with their FSP and submitting their monthly documents. They will also manage homeowner and homebuyer mailings such as the Annual Survey.
- **Recordkeeping, database and filing:** PSC will assist other staff to insure homebuyer's information is stored securely and logged into the HomeKeeper database. They will also support staff in updating and responding to the Homeownership Portal.
- **Occupancy Assistance:** Working under direction of Program Manager, PSC will assist homebuyers in the initial occupancy of their home. They will work with buyers, insuring

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understanding of utility transfer, parking assignments, mailbox access and Property Manager Contact information, warranty registrations and/ or other activities as designated by Program Manager.

- Other duties as assigned.

**Supervisory Responsibilities:** This position may supervise volunteers but is not a direct supervisory role.

**Qualifications:** Working closely with the Program Manager, the PSC must be able to take direction and be self-motivated to complete assignments. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required:

### Education/Experience:

- Preferred candidate has three or more years working directly with low-income or vulnerable populations, preferably in a non-profit organization.
- Demonstrated ability to communicate in an effective and organized manner using various forms of technology including telephones, online meetings, in person and electronic forms of communication
- Demonstrated experience in multi-tasking and time management. Ability to manage and balance a high volume of multiple priorities simultaneously.
- Experience working with people using English as a second language.

Familiarity with affordable housing, poverty housing, housing finance, financial literacy and key loan qualification benchmarks such as debt-to-income ratio, credit scoring and housing expense ratio is a plus for candidate

Previous experience and/or skills must include:

- Excellent oral and written communication skills
- Solid understanding of and ability to apply principles of effective adult learning
- Diplomacy, persuasiveness and the conflict resolution skills needed for difficult interactions
- Proficiency in Word Excel, Outlook, PowerPoint, and Publisher, Salesforce and SharePoint, Calyx knowledge or other underwriting programs preferred.

### Language Skills:

- Strong verbal skills especially using the telephone
- Ability to read, analyze, and interpret common business documents, financial reports, and legal documents.
- Ability to respond to common inquiries from buyers and homeowners.
- Ability to work on the construction site or in the retail stores supporting homebuyer families in the completion of the sweat equity requirements.

### Math Skills:

- Ability to apply concepts of basic algebra and geometry.

### Reasoning Ability:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.



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- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: Strong computer skills, spreadsheets, word processing, presentations and email.

**Physical Demands and Work Environment:** The physical demands and work environment described below represent the activities and surroundings of the positions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee is required to talk and must be able to read. The employee is occasionally required to reach with hands and arms. Specific vision abilities required by this job include close vision and ability to adjust focus. Extensive keyboarding is required.
- The noise level in the work environment is usually moderate consisting of usual business office sounds including but not limited to computers, printers, telephones, and light foot traffic.
- Regularly perform light construction work at construction building sites, participating in activities like digging, painting, lifting up to 50lbs, pushing and pulling.