



Job Title: Homeownership Coordinator  
Reports to: Homeownership Director  
Classification: Non-Exempt

**Objective:**

The Homeowner Services Coordinator is responsible for screening prospective homeowners throughout the application process including income status, resident status, application processing, financial reviews, background checks, scheduling of New Partner Orientations; follow-up including denial letters, tracking of all correspondence sent to homeowners; and assurance that all documents are accounted for and properly signed. This position will also be responsible for helping families become mortgage ready through financial coaching. The position is responsible for supporting all departmental processes that result in Habitat families being successful homeowners, including selecting and preparing families for homeownership.

**General Responsibilities**

- Act as first point of contact for the department for phone calls, e-mail, and walk-in traffic; troubleshoot/respond to inquiries as it pertains to the homebuyer program.
- Process applications
- Conduct background checks and credit reports on applicants.
- Assemble, prepare and verify all documents during the homebuyer's process to meet the goal of homeownership
- Prepare, send, and track all correspondence to partner families
- Counsel and interview clients with respect to their overall financial situation as it relates to homeownership, budgeting, debt reduction, credit re-building and education.
- Manage and direct homebuyers to complete required sweat equity
- Manage creation of sweat equity opportunities, communication and following-up with partner families and other events through VolunteerHub
- Utilize Salesforce software to track homeowner status, inquiries, problems, and generate reports, as needed
- Organize and manage all paper and digital homeowner records and data entry, in accordance with Houston Habitat's records retention policy and all relevant laws.
- Adhere to all guidelines related to the confidentiality of client records and information
- Assist in community outreach activities to increase awareness of homeownership program and resources available to help homeowners
- Support the Department with other projects and in other areas as additional needs are identified by the Director

**1. Ongoing homebuyer services**

- Develop sufficient rapport with clients to have meaningful conversations with them regarding their finances and housing needs
- Maintain communication with homebuyers and keep records of specific issues on file

- Update and maintain homebuyer selection policies within HHFH, HFHI, HUD and mortgage origination guidelines
- Perform quality review of file to ensure accuracy and assure program compliance

### **Education, Experience & Skills Required**

- Must meet the Mortgage Loan Origination qualifications as stated by HUD and the State of Texas within two months of hire
- Must obtain financial coaching certification within 18 months of hire
- Advanced experience with Calyx software or equivalent loan origination software is preferred
- Knowledge of Salesforce is a plus
- Bilingual in English and Spanish a plus
- Accuracy and detail oriented
- Good interpersonal skills, tactful, diplomatic and self-motivating.
- Good time management, budget management and organizational skills.
- Excellent communication skills, both written and verbal
- Exemplary MS Office skills
- Ability to effectively represent Houston Habitat for Humanity to the public
- A sense of community service and helping others
- Ability to work independently or as part of a team, adapt to flexible and extended hours, including some weekends and/or evenings as needed
- Adherence to all policies and procedures
- Consistent and punctual attendance

### **Physical Requirements**

- The ability to tolerate an indoor environment and outdoor weather conditions (heat, humidity, rain, and cold)
- Ability to sit at a desk for long periods
- Ability to use computer for long periods on a daily basis.
- Ability to perform essential functions of job. Reasonable accommodation is available
- Must be able to sit, stand, bend, squat, and reach for extended periods of time.
- Ability to lift up to 50lb

Email resumes to [bbaildon@houstonhabitat.org](mailto:bbaildon@houstonhabitat.org). No phone calls please.