



Job Title: Homeowner Services Director

Reports To: Executive Director

FLSA Status: Exempt

HHFH

Houston Habitat for Humanity empowers people to build a better future for themselves and their families by completing financial and home maintenance training, building homes alongside volunteers, and by purchasing their homes with an affordable mortgage. With this hand up, they achieve strength, stability, and self-reliance.

Position Overview

The Homeowner Services Director leads Houston Habitat's strategic plan to strengthen and prepare families to be "home buyer ready" and to develop a community of financial and real-estate resources to support the initiative. The Director is responsible for Houston Habitat's expanded homeowner services and education programs within the greater Houston community. The Director leads efforts to support Houston Habitat's mission to put God's love into action, by bringing people together to build homes, communities, and hope.

Job Responsibilities

- Sets goals, monitors work, and evaluates results to ensure that the Homeowner Services department's organizational objectives and operating requirements are achieved and are aligned with the strategic needs and mission of Houston Habitat as an organization
- Leads the promotion of Houston Habitat's programs to the market and Houston community to attract potential homeowners into the application process
- Responsible for managing the Homeowner Services Department ensuring that all guidelines and laws are followed and the department stays within the budget
- Responsible for enforcement of the family selection policies within the Houston Habitat and HFHI guidelines and all related mortgage origination laws and HUD guidelines
- Manage the selection of Houston Habitat families process within Habitat's approved guidelines and ensures the appropriate mortgage laws and guidelines are followed
- Manage homebuyer family files within approved guidelines ensuring that all proper notices and disclosure are given to families
- Manage the Homeowner Services staff, including all AmeriCorps and VISTA personnel assigned to family services
- Keep Houston Habitat management regularly informed on the status of the families in the program
- Identifies and maintains business partnerships with organizations who can assist Houston Habitat by providing the family partners with financial, budgeting, home maintenance and other home ownership training for the families.

- Works with community leaders, executive directors of other organizations, government officials, senior staff and board members to achieve the goals of Homeowner Services and to continue to open up channels of communication with neighborhood groups and organizations, as well as Habitat homeowners
- Works with other Houston Habitat internal departments to further the mission of Homeowner Services from funding its work to developing future neighborhood sites or working to integrate volunteer opportunities for prospective home buyers
- Additional duties as assigned

Qualifications

Education, Experience & Skills Required

- HUD Certified Housing Counselor
- Mortgage Loan Officer License Required
- Willingness to learn ABA mortgage and Habitat Texas mortgage certifications and Calyx loan origination software Bachelor's degree in business, social work, or related field of study
- Five years of working in family services and/or federal housing program administration is preferred
- Must have excellent evaluative assessment skills to provide guidance to the department in assessing family situations and providing appropriate direction
- Expert knowledge of Microsoft Office 360
- Knowledge of and experience working with public subsidy programs (CDBG,HOME, AHP, CalHFA, NHSA)
- Must have excellent evaluative assessment skills to provide guidance to the Homeownership Service dept. in assessing family situations and providing appropriate direction
- Demonstrated excellent presentation skills
- Bilingual in English and Spanish
- Good interpersonal skills
- Tactful, diplomatic and self-motivating.
- Good time management, budget management and organizational skills.
- Excellent communication skills, both written and verbal
- Strong leadership, project management and coaching skills are essential
- Contributes to building a positive team spirit; Puts success of team above own interests.
- Treats people with respect; Works with integrity and ethics; Upholds Houston Habitat values
- Ability to effectively represent Houston Habitat for Humanity to the public
- A sense of community service and helping others
- Ability to work independently, adapt to flexible and extended hours, including some weekends and evenings
- Ability to work as part of a team
- Adherence to all policies and procedures, including dress code and code of conduct
- 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

Must have COVID 19 vaccinated

Houston Habitat for Humanity is an Equal Opportunity Employer