

Homeowner Services Manager

Status: Full-time, exempt

Hours: Monday-Friday, 8:30am – 5:00pm additional hours for meetings and projects as needed

Reports to: Executive Director

Benefits: Employer paid medical and dental insurance for employee, paid holidays, generous PTO, 401k with employer match, flexible hours.

SUMMARY

Driven by the vision that everyone needs a decent place to live, Willamette West Habitat for Humanity began in 1988 with a set of house plans and a determined group of volunteers. Thirty years later, we've helped over 180 families achieve the strength, stability, and self-reliance they need to build a better life. Through our program families and individuals in need of a hand up partner with Willamette West Habitat to build or repair a place they can call home. The public supports us through financial support, volunteering or adding a voice to support affordable housing efforts. Through shelter, we empower – and you can, too.

While part of an international organization, we are in Hillsboro and our focus is on the greater Washington County area. Our donors love that their donations stay local; our volunteers love that they are helping their community. Oregon Business Magazine ranked us as one of the 100 Best Nonprofits to work for in Oregon for three years running, why wouldn't you want to be part of a team like ours?

POSITION OVERVIEW

Under the direction of the Executive Director, the Homeowner Services Manager manages all aspects of serving our homeowners, from recruitment to homeownership, including qualifying and training diverse groups of new future homeowners, and assuring the success of current Habitat homeowners and their neighborhoods. The incumbent supports various board and volunteer led efforts to select future homeowners, coordinate training classes, track progress, and mentor future homeowners to resolve problems that impede their success in the program.

KEY RESPONSIBILITIES:

Homeowner Selection

- Coordinate and review regularly construction timelines to accurately determine selection timing each year.
- On an ongoing basis, review the selection requirements and policies to ensure they are effective, efficient, and in accordance with legal requirements. As needed, prepare written revisions to the selection process for Board approval.
- Manage and oversee the coordination and operation of the Homeowner Selection committee in charge of recruiting and selecting partner households. Serve as the committee chair and set the meeting agenda, delegate tasks, and ensure follow through.
- Lead the Homeowner Selection committee through analyzing homeowner candidate applications, including a financial review, home visits to prospective families to assess level of need, and final recommendations to the board.
- Monitor the committee members' use of the written policy and procedures to ensure that all steps are followed correctly, and qualified families are being recommended for the program.
- Provide introductory training for new committee members and opportunities for ongoing, advanced training for continuing members.
- Coordinate public relations and community outreach activities of the committee. Develop creative recruitment strategies to attract qualified applicants and committee member volunteers to the program. Maintain database of interested applicants.
- Coordinate newly selected Families' transition to Partnership with Habitat.

Program Management

- Coordinate and conduct family orientations, classes, and meetings throughout the preconstruction, construction, closing/home ownership phases of the program to prepare partner households for the responsibilities of home ownership. Foster the ideals of Habitat's program as "a hand-UP, not a handout" through homeowner education covering legal, financial, and practical aspects of home ownership such as budgeting, credit, home maintenance, and homeowner associations.
- Maintain contact with community agencies offering services beneficial to Habitat potential homeowners through meetings, seminars, and special events.
- Monitor sweat equity hours, personal savings plans, training program attendance to ensure that partner households are meeting benchmarks of the program.

- Determine homeowner candidate preparedness for house purchases. Conduct progress reviews with homeowner candidates, including a credit review. Recommend and oversee corrective action when warranted.
- Become familiar with the resources in the community, developing partnerships, outreach, and referrals to other available resources for unsuccessful applicants or others that reach out from the community. Develop and maintain partnerships with government, non-profits, and other organizations.
- Work collaboratively with partners to identify potential obstacles and challenges and plan strategies that empower the families to be successful homeowners.
- Communicate with partners, regularly, in writing and in person to update them on program status. If partners are not meeting program requirements, collaboratively develop plans for successful participation. Enforce these plans, and, if necessary, deselect families according to policy.

Neighborhood Management

- Act as the affiliate's point of contact for all matters related to past, present, and future Habitat homeowners.
- In coordination with other staff, oversee the implementation of homeowner's associations within neighborhoods when required including training homeowners, turn-over meetings, and attendance at HOA meetings in previous neighborhoods.

Lending and Legal

- Serve as the affiliate's Certified Loan Originator in accordance with Habitat International and State of Oregon policy.
- Conduct residential real estate sales in accordance with legal requirements including the underwriting, processing, and closing on all house sale loans. Prepare all initial disclosures through Caylx Point software as well as all sales documents and represent Willamette West Habitat at closing.
- Serve as the point of contact on all house purchases when homeowners want to sell their Habitat home.
- Accurately utilize grant funding from various sources and provide correct documentation to staff for grant reporting – this includes down payment assistance and second lien subsidies.

Administrative/Personnel/Other

- Serve as the direct supervisor for the volunteer coordinator position.
- Maintain and gather data on partners and applicants to the program to support our case for the need for more affordable housing in Washington County.
- Assist with preparations for special events, including set-up and clean-up as directed.
- Other duties and responsibilities as assigned.

QUALIFICATIONS

- Bachelor's degree or equivalent combination of education and direct work experience necessary to perform the duties of the position successfully.
- Ideal candidate will have three years' experience in program administration, preferably in the affordable housing industry.
- Experience conducting residential real estate sales including underwriting, processing, and closing house sales.
- Experience explaining the complex house purchase process and details to first time home buyers.
- Experience developing and delivering training to a diverse audience.
- Willingness and ability to work with people of diverse ethnicity, socio-economic circumstance, religion, culture, and sexual orientation.
- Interpersonal and cultural competency skills to effectively work with a wide spectrum of people in a collaborative way; ability to maintain confidentiality of sensitive family information.
- Ability to work within the mission, vision, and ethics of WWHFH.

KNOWLEDGE, SKILLS, ABILITIES

- Integrity, high-level organization and prioritization skills, ability to work independently with minimum supervision and ability to multi-task required.
- Excellent leadership qualities and the ability to accomplish work results through volunteers.
- Ability to lead meetings in an efficient manner ensuring all voices are heard and business is accomplished.
- Ability to maintain confidentiality of sensitive family information.
- The ability to maintain a calm, professional demeanor; empathy in working with partner families
- Ability to work a flexible schedule including some weekends and evenings as required.

- Skill/ability to effectively communicate (orally and in writing).
- Tolerance for ambiguity and change.
- Understanding of the challenges facing low-income families
- Proficiency with Microsoft Office Suite.
- Working car, valid driver's license, and evidence of insurability preferred.
- Bilingual or multilingual skills a plus.

PHYSICAL DEMANDS

- Ability to lift to 25lbs. occasionally to move supplies or equipment.
- Ability to safely drive personal and affiliate vehicles.
- Ability to sit for periods of time at a computer or for use of other office equipment.
- Ability to occasionally stand for 1 to 4 hours for public speaking engagements and special events.

WORKING ENVIRONMENT

Normal work hours are Monday through Friday 8:30am to 5pm. In addition, this position requires that the incumbent be available to work outside of normal working hours, including evening meetings and some weekends. Work is performed in a communal office with little privacy. A car is required to perform some of the duties of this position.

PAY AND BENEFITS

- \$42,000 - \$52,000 full-time annually. Compensation is commensurate with the qualifications and experience of the successful candidate.
- Four weeks PTO annually, nine paid holidays, one floating holiday
- Employer paid medical and dental benefits for employee only; availability to purchase additional family insurance.
- 401K program with employer match

Note: This job description is intended as a guideline only and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All Willamette West Habitat for Humanity staff are "at will" employees.

Willamette West Habitat for Humanity hires a workforce representative of the communities we serve, understanding that a diverse workforce strengthens our organization. We value diversity and support a positive and welcoming environment where all employees can thrive. We are an equal opportunity employer and seek to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.

TO APPLY

Deadline to apply is 11:59 PM on Sunday, August 11, 2019. To apply, email your detailed resume with job history dates and a cover letter addressing how your personal and professional experience has prepared you for this position to jobs@habitatwest.org with Homeowner Services in the subject line. Please email your documents in PDF, Word, or text formats only; Do not send a link to your Microsoft online resume or your LinkedIn page. No calls or personal visits please.

For further information about Habitat visit our website at: <http://www.habitatwest.org>