

Habitat for Humanity East Bay
Homeowner Relations Program Manager
Job Description

Date: August 2010

Department: Homeowner Relations

Reports to: VP of Homeowner Relations

Classification: Full Time, Exempt

Habitat East Bay Mission Statement: Inspired by God's love, our mission is to create successful homeownership opportunities for families with limited incomes by building sustainable housing and revitalizing neighborhoods.

Position Purpose:

The Homeowner Relations Program Manager is responsible for managing the development and maintenance of Habitat East Bay (HEB)'s family selection process and homeowner programs in general. The Homeowner Relations Program Manager will supervise AmeriCorps members and work with other members of the Homeowner Relations Department (HRD) to create strong links between homeownership programs including pre-application, family selection, sweat equity, closing, and post-purchase activities.

Essential Functions of Position:

General

- Manage the selection process from orientation to sweat equity
- Maintain the homeowner database and mailing list
- Assist VP of HRD in developing the selection process and refining/improving practices and procedures
- Coordinate and develop special departmental projects related to family selection

Family Selection

- Oversee the family selection process by coordinating with staff, interns, volunteers and the Family Selection Committee (FSC)
- Work with AmeriCorps and department staff to coordinate pre-application workshops
- Coordinate marketing and outreach of homeownership program; expand outreach to the public and targeted outreach to potential homeowners
- Manage and facilitate the applicant orientation process
- Responsible for correct and up-to-date application materials in English, Spanish and Cantonese
- Supervise mandatory help sessions for applicants
- Manage and update ability to pay evaluation and maintain current spreadsheets
- Administer and oversee the ability to pay review and family interview process
- Track application status and evaluation of applicants for the final selection meeting
- Act as staff liaison to the FSC
- In collaboration with FSC chair, recruit and train new FSC volunteers
- Ensure that all important communication (verbal and written) is recorded in applicant files
- Communicate with staff and volunteers to maintain consistency and best practices in selection
- Work with department staff and volunteers to update the selection process as needed
- Work with department staff to ensure information presented during selection is consistent with all program requirements
- Manage approval of applicants with city partners
- Participate in quarterly meetings with other Bay Area Habitat for Humanity affiliates
- Co-facilitate and edit the bi-lingual partner family newsletter

Strategic Plan

- Participate in the creation of annual objectives to meet strategic plan goals
- Provide updates that measure progress toward achieving objectives
- Propose, update and revise strategic plan goals if necessary

Knowledge, Skills, and Abilities:

- BA in relevant social service or finance preferred
- High level of attention to detail and process management skills required
- Real Estate license or mortgage management experience highly desired
- Experience with Points, Reg. Z, TILA, FHA, RESP and Subsidy Program highly desired

- Ability and desire to learn and understand issues faced by HEB partner families
- Ability to work with partner families, volunteers, and staff who come from a variety of backgrounds
- Commitment to a mission-based nonprofit
- HEB mission driven values, community oriented, and comfortable working in HEB's environment
- Thorough knowledge of Microsoft Word, Excel, and Access
- Excellent oral and written communication skills
- Bilingual (English and Spanish or Cantonese) preferred

Responsibility and Decision-Making Authority:

- Manage AmeriCorps members in HRD Department
- Participate in Homeowner Relations Department meetings and program discussions
- Contribute to staff meeting discussions
- Propose innovations to partner family selection process and homeownership program in general

Work Environment/Physical Requirements:

Primarily office work. Requires transportation to meetings with families and committee volunteers. Requires evening and weekend commitments.

Note: This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

It is the policy of HEB to provide equal employment opportunity for all applicants and employees. HEB does not unlawfully discriminate on the basis of race, color, creed, gender, religion, national origin or ancestry, age, medical condition, physical disability, veteran status, marital status, sexual orientation, familial status, physical or mental disability or any other basis prohibited by law.

Interested applicants should email cover letter and resume to Lucinda Lee, Finance & Operations Manager at llee@habitateb.org. Position will remain open until filled.