



An Equal Opportunity Employer working in a drug-free environment

Homeowner Services Specialist

Reporting to the Homeowner Services Director, the Homeowner Services Specialist is responsible for supporting the effective and efficient operation of the homeowner services department. The Homeowner Services Specialist is responsible for assisting with application processing, communicating with homebuyers, and working coordinating with government agencies.

Classification: Salary - Exempt
Status: Full time
Supervisor: Homeowner Services Director
Salary Range: \$50,000 - \$60,000
Location: Hybrid - Office and Remote

Responsibilities:

- Selection and Application Processing
 - Assist with creation and implementation of affirmative marketing plans, including outreach to hard to reach populations.
 - Following up with prospective homebuyers on completing their applications.
 - Communicate program requirements and expectations to future homeowners to meet organization and department completion timelines.
 - Assist with creation and implementation of homebuyer education courses for in-person classes.
 - Monitor future homeowner income and credit to maintain program eligibility and homebuyer readiness.
 - Follow and remain current on all regulatory practices associated with homebuying through state laws, federal laws and Habitat for Humanity International policies.
 - Follow up with applicants on completing their program requirements.
- Informational Workshop Planning
 - Logistics for securing and organizing workshop location.
 - Coordinating presenters.
- Administrative Duties
 - Digital and physical file management.
 - Returning phone calls and emails.
 - Scheduling meetings.

Qualifications:

- Good interpersonal and customer service skills.
- Working knowledge of MS Windows/MS Word/MS Excel.
- A commitment to the mission of the affiliate in accordance with the HFHI Affiliate Covenants.
- Developed organizational skills.
- The ability to work independently, prioritizing and managing work time accordingly.
- Empathetic Communicator with the ability to positively work with clients.

- Knowledge of cultural difference and ability to respond appropriately.
- Attain and maintain annual certification (state and federal) as a Qualified Loan Originator (QLO).

Preferred Skills and Qualifications:

- Mortgage Processing or Banking experience.
- Mortgage Lending or Financial Counseling experience.
- Working knowledge of Salesforce/HomeKeeper a plus.
- Bilingual in English and Spanish a plus.

Benefits Include:

- Company paid healthcare premiums and deductible reimbursement account.
- Company sponsored Life insurance
- Company sponsored Dental and Vision insurance
- Retirement Plan with company match
- Paid vacation and holidays

To apply:

Interested applicants should submit a resume and cover letter explaining why you would like to put your skills to work for Passaic County Habitat for Humanity to jobs@habitatpc.org with Homeowner Services Specialist in the subject line.

Please no calls. Only candidates selected for an interview will be contacted.