

Homeowner Services and Volunteer Manager

Department: Construction

Reports to: Executive Director

Position type: Full-time; exempt

Work days: Flexible, some evenings and weekends required

Direct reports: Volunteers

Position Overview:

This position is responsible for ensuring that Habitat homebuyers and repair clients are selected in a timely manner and supported before, during, and after build and repair projects. This individual must have the ability to communicate about complex real estate, banking, and mortgage information to someone with limited understanding of homeownership or loans. The manager also ensures that a robust volunteer work force is in place, stewarded, and engaged.

Job Duties:

Homeowner Services

HOMEOWNER SELECTION

- Work with the Family Selection Committee on informational meetings, application reviews, home visits, and recommendations to the board; recruit and train new members as needed.
- Collaborate with the Construction team on the number of families selected, construction schedule, and closing date.
- Ensure applicants have complete applications and supporting documents by deadlines, and that application materials, client data, and supporting documents are properly collected, recorded, secured, and kept confidential.
- Communicate with declined candidates to explain denial and steps needed to be considered again. Provide resources to address barriers to approval.
- Coordinate announcements to the homebuyers and communities about selections.
- Abide by all rules and regulations governing homeowner selection.

HOMEOWNER SUPPORT

- Manage the homeownership and repair processes, including visits at clients' homes.
- Support applicants in applying for financing from a variety of sources.
- Facilitate homebuyer classes, monthly financial review, and final budgetary analysis.
- Provide communication support between partner families and the organization.
- Plan and execute homebuyer events (groundbreakings and dedications).
- Act as advocate and coach for Habitat homeowners; partner with other service providers to facilitate access to community resources.
- Work with homebuyers, ensuring they are completing sweat equity and savings requirements.
- Develop relationship-driven community partnerships that strengthen and grow homeownership, home repair, and information/referral services.

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ADMINISTRATIVE

- Assist law firm, doc prep, and lender partners during the origination of new mortgages.
- Work with the Finance Manager to service mortgages and communicate directly with homeowners related to these mortgages.
- Forward homeowner insurance documents to the bank, keeping detailed records.
- Prepare statistical reports for grants, Habitat for Humanity MN and HFHI on schedule.
- Take the lead on developing Homeowner Selection and repair program policies and procedures in compliance with Habitat for Humanity guidelines.

Volunteer Coordination

- Develop materials and methods used to recruit, coordinate, and retain volunteers.
- Recruit and schedule diverse volunteers into meaningful construction and non-construction roles within the affiliate and ReStore.
- Understand and communicate to all volunteers the mission of Habitat for Humanity.
- Develop relationships with various faith, service, work, social and education groups.
- Coordinate and oversee site hospitality and record-keeping on all work sites.
- Respond to all individual volunteer inquiries.
- Maintain a volunteer database and keep records of contact information.
- Facilitate high levels of volunteer recognition and appreciation.

Marketing

- Recruit applicants for the homeownership and repair programs.
- Ensure program information in written form and on the website/social media is relevant and current.
- Create regular, motivating content for the Habitat website and social media accounts.
- Create press releases, advertising, and other marketing materials
- Support newsletters and appeals with developed homeowner stories.

Requisite Knowledge, Skills and Abilities:

- Commitment to advocating for Habitat for Humanity's mission and vision
- Excellent interpersonal and cultural competency skills
- Ability to accomplish work results, being fair and firm but flexible with clients
- Ability to maintain confidential information, high ethical standards, and positive attitude
- Excellent oral and written communications skills
- Proficiency with databases, Microsoft Office, web software, and social media platforms
- Self-motivated professional, able to work independently and as part of a team
- Ability to multi-task with strong organizational skills, problem-solving skills, and attention to detail
- Ability to adapt to flexible scheduling, which will include some evenings and weekends
- Must be willing to become a Qualified Loan Originator and complete annual training
- PREFERRED: Experience with budgeting, lending, or mortgages

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Qualifications:

- Three years' experience in social services, community outreach, the housing industry, or lending. Bachelor's degree in related field can replace one year of experience.
- Ability to pass a criminal background check and sex offender check
- Must have a valid driver's license and be insurable under the affiliate's insurance policy
- Ability to climb stairs and navigate uneven terrain
- Ability to lift and carry up to 20 pounds
- Complete 40-hour Qualified Loan Originator training and annually maintain certification

Benefits:

1. Accrual of monthly PTO and 10 paid holidays
2. Simple IRA retirement savings plan with 3% employer match
3. Supplemental benefits: short-term disability, long-term disability, AD&D, life insurance, and employee wellness

All qualified applicants will receive consideration for employment without regard to race, color, religion, or national origin. EEO/AA Employer/Vets/Disability