

**Coastal Empire Habitat for Humanity Inc.**  
**Job Description**

Job Title Homeowner Services Administrator  
FLSA Status Non-exempt  
Revision Date 2/10/2022

Program Homeowner Service  
Report to Chief Executive Officer  
Date Created 1/9/2019

**POSITION DESCRIPTION**

The Homeowner Services Administrator is responsible for overseeing all aspects of the affiliate's homeowner selection, underwriting and education program in a manner that complies with all relevant legislation. This includes balancing program participant relations and lending best practices in a way that treats all program participants with dignity and fairness, while simultaneously protecting the affiliate's assets. This team member will empower Habitat participants to realize their dream of owning a safe and affordable home which, in turn, allows them to grow as productive citizens and into all the good things that God intended for them.

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES**

- Partner with the Chief Executive Officer (CEO) and Homeowner Selection Committee so that the affiliate has a pipeline of approved homebuyers
- Support the Homeowner Selection Committee with responsibility for growing, training and managing the Committee to meet the affiliate's families served goals
- Work with the Homeowner Selection Committee to manage all facets of the affiliate's homeowner selection process in accordance with the affiliate's homeowner selection policies
- Work with the Homeowner Selection Committee and CEO to periodically review and streamline the homeowner selection process while ensuring compliance with relevant Federal and State mortgage lending regulations
- Lead all aspects of the mortgage closing process in collaboration with the CEO, Accountant, and affiliate's closing attorney and government agencies; review and refine this program as necessary
- Plan and execute Habitat participant events i.e., homeowner education, forever family gatherings, mortgage burnings, dedications, etc.
- Ensure that partner families remain on track to meet all program requirements as part of Habitat's housing partnership model
- Engage homeowners in Habitat special events which include, but are not limited to, ground blessing and dedication, Women Build, etc.
- Manage all aspects of Coastal Empire Habitat for Humanity's relations with its third-party mortgage servicing company
- Manage the affiliate's mortgage delinquency process in line with the affiliate's policy
- Manage relationships with referral agencies and non-profits responsible for referring potential homebuyers to the affiliate as well as those which provide training classes and services
- Attend relevant community and non-profit collaborative meetings as assigned by the CEO
- Coordinate with Construction Supervisor to ensure partner families and construction timelines correlate
- Engage homeowners post-purchase to provide resources and support as necessary
- Maintain logs of escrow payments made monthly
- Be the main point of contact for partner family during their Habitat for Humanity partnership
- Assists partner families with completion of mortgage applications, inspecting completed documents for accuracy and thoroughness
- Maintain monthly budget meetings with partner family to ensure all required payments are met in a timely manner
- Performs other duties as assigned

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**EMPLOYMENT STANDARDS AND JOB REQUIREMENTS**

**EDUCATION, TRAINING, SPECIAL LICENCES**

Bachelor's degree in Finance or related field with 2 - 5 years' experience in lending practices. Knowledge of or ability to learn Fair Housing practices and regulations.

**SKILLS AND REQUIREMENTS**

Exceptional verbal and written communication skills. Effective time management, strong organizational and task prioritization skills. Remarkable customer service.

Functional proficiency with technology used on-the-job to include Microsoft Office 365 (Outlook, Word, Excel, OneDrive, etc.) Adaptability to CEHFH-specific programs and other technology applications used to support organizational objectives. Proficient use of Microsoft Office 365 (Outlook, Word, Excel, OneDrive, SharePoint) and phone operating systems. Basic understanding of clerical procedures.

Must be a self-starter; ability to multitask in a fast-paced environment with changing priorities. (Deadline driven)

Capability to establish and maintain excellent working relationships with Habitat staff, volunteers, homeowner applicants and partner organizations. Trustworthy and able to maintain a high level of confidentiality.

Proven ability to be a positive role model, demonstrate self-motivation and work collaboratively on a team.

Must possess a valid Georgia Driver's License with access to an insured vehicle. All eligible candidates are required to pass a criminal background check and pre-employment drug screen.

**WORKING CONDITIONS**

This position reports to the Chief Executive Officer. Working hours are typically Monday through Friday, 8:30 am – 5:00 pm, with flexibility to work evenings and weekend hours as needed.

Generally works in an office environment. Must be able to sit and stand for long periods of time. All assigned tasks are clerical in nature and do not require extensive physical labor. Position requires filing and transferring physical records at a maximum weight of 25 pounds.

This position will work with a team of individuals to accomplish individual and organizational goals. Technology resources and office supplies will be furnished by the organization and as such, will remain the property of Coastal Empire Habitat for Humanity.