

Homeowner Services Specialist

Title: Homeowner Services Specialist
Department: Homeowner Services & Neighborhood Outreach
Reports To: Director of Homeowner Services
Classification: Full-Time

EEO Classification: Administrative
FLSA: Exempt
Date Written: 06/22/2023
Date Revised: 1/13/2025

Position Summary:

The Homeowner Services Specialist will support families through the process of obtaining homeownership. The Homeowner Services Specialist will coordinate and support Habitat for Humanity homebuyer program activities, is responsible for maintaining all pertinent documents, reports, files, calendars and spreadsheets related to the program and will provide ongoing support to homebuyers.

Supervision Received:

The Homeowner Services Specialist works under the direction of the Director of Homeowner Services.

Key Performance Indicators to Measure Performance:

- Meets or exceeds home closings based on the approved strategic plan
- Meets or exceeds compliance with MPR and Fair Housing compliance
- Completes monthly communication with home buyers to ensure participant success
- Completes daily entry into operations overview
- Completes annual record management audit
- Provides weekly updates to the Director of Homeowner Services & Neighborhood Outreach on applicant status
- Maintain Qualified Loan Originator certificate
- Upholds the mission, vision, and values of Habitat Greensboro
- Pursues and completes professional development opportunities

Minimum Qualifications (Education, Experience, & Skills):

- Bachelor's degree (Master in relevant field preferred)
- Experience in the non-profit, public, or community development sector, with experience in housing policy, homeownership, or consumer protection preferred.
- Qualified Loan Originator/Mortgage Loan Originator
- Ability to travel and attend 2-3 in-person events per year.
- Strong relationship-building and community engagement skills.
- Strong project management skills
- Computer literacy, experience with spreadsheets and databases; working knowledge of office software applications and programs.
- Valid North Carolina driver's license and clean driving record required
- Employment offer will be contingent upon passing a criminal background check
 - Criminal Background check subject to Senior Staff review
 - Drug test

Physical / Mental Demands:

This position requires some bending, lifting, carrying up to 20 pounds of office supplies, ability to use standard office equipment and sitting for long periods of time while working at a computer. Ability to traverse neighborhood and withstand occasional long days. Must be able to participate in and/or provide necessary resources to accomplish required physical tasks for major events.

Working Conditions/Environment:

Work is in an office environment and does not require travel. Hours are typically Monday – Friday, 8:30 AM – 5:30 PM. Office located in Greensboro, North Carolina. Occasionally early morning or after-hours meetings are required.

Key Competencies & Essential Functions:

- Uphold the mission, vision, and values of Habitat Greensboro.
- Promote an environment where staff, volunteers, and homeowner safety is a high priority.
- Assist with assigned Homebuyer orientations as needed.
- Assist Homebuyers with assigned lot selections and conduct pre-construction meetings as needed.
- Maintain Homebuyer records including but not limited to deposits and paystubs.
- Provide and manage financial literacy homebuyer education.
- Complete assigned closings.
- Communicate with Homebuyers in a timely periodical manner and track and record Homebuyer interaction.
- Provide support related to mortgage underwriting including preparation of underwriting files, grants and audits.
- Demonstrate excellent communication skills, including the ability to write and speak clearly and effectively, an aptitude for listening to and working with others, and a capacity to engage, inspire and persuade.
- Cross train with staff and to ensure a steady flow of business when needed
- Perform intake and mortgage loan processing, organizing, and maintaining Homebuyer files assuring safekeeping, storage, and destruction of Applicant/Homeowner records, files, and computer database input/output.
- Assist Director of Homeowner Services in maintaining compliance with all regulatory requirements related to management of HHGG and third-party’s loan portfolios.
- Complete lender training with Housing Consultants Group for city DPA processing.
- Other duties as assigned by the Director of Homeowner Services & Neighborhood Outreach.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for this position. All employees may have other duties assigned at any time.

Additionally, this document does not represent a contract of employment, and Habitat for Humanity of Greater Greensboro, Inc. reserves the right to change this job description and/or assign tasks for the employee to perform, as it may deem appropriate.

Habitat for Humanity of Greater Greensboro is an Equal Employment Opportunity organization

Habitat policy prohibits discrimination based on race, sex, color, creed, national origin, age, citizenship, mental or physical disability or veteran/reserve/National Guard or any other similarly protected status.

Employment with Habitat for Humanity Greater Greensboro is a voluntary one and is subject to termination by you or Habitat for Humanity Greater Greensboro at will, with or without cause, and with or without notice, at any time.

Employee Acknowledgment

As indicated by my signature below, I acknowledge that I have read and understand this job description and agree to comply with such.

Employee Printed Name: _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____



Notice: We are pledged to the letter and spirit of the U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.

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