

**HENDERSON COUNTY HABITAT FOR HUMANITY  
HENDERSONVILLE, NORTH CAROLINA**

**Job Description**

**1. Organization Position**

Homeowner Selection Coordinator

**2. Knowledge, Skills and Abilities Required**

Qualifications: 3 years minimum experience required in housing counseling, mortgage lending/processing, or comparable administrative experience. Knowledge of Federal and State mortgage lending laws and regulations especially related to Fair Housing and Equal Housing Opportunity laws. NMLS Mortgage Loan Originator (MLO) license preferred. Must be willing to obtain if not acquired already. Possess sensitivity for clientele with diverse backgrounds. Strong public speaking and written communication skills. Verbal and written communication skills in Spanish preferred. Excellent organizational skills. Personal qualities of integrity, credibility, and a commitment to and passion for the mission of HCHF. Demonstrates a high level of financial responsibility, character, and general financial fitness per TILA requirements for Loan Originators. Required criminal background check and credit check per TILA requirements for Loan Originators.

Requirements/Skills: Comfortable clearly communicating organizational expectations with families, and working with them in a cooperative yet corrective manner as necessary. Diplomatic in delicate situations with volunteers, staff, families, or other stakeholders. Ability to reserve judgment and be committed to equitable and consistent decision-making. Maintaining homeowner and applicant information confidentiality is required. Exceptional organization and oral and written communication skills. Excellent interpersonal skills with people from diverse backgrounds. Positive, optimistic outlook that fosters an upbeat work environment. Ability to manage multiple projects simultaneously. Able to work independently, but to actively contribute as a member of the Homeowner Services team. Proficient with multiple forms of technology including, data base, web editing, Microsoft Office, and ability to learn as needs of the job and available technology evolves.

**3. Supervision Received**

Reports to the Director of Homeowner and Mortgage Services

**4. Hours of Duty**

This is a Full-Time Non-Exempt position. Office hours are Monday – Friday 8:30am – 5:00pm. Some evenings and weekends are required.

**5. Duties and Responsibilities**

- Ensure that the Director is fully informed and appropriately engaged in planning and programmatic activities.
- Assist in all aspects of HCHF's selection and underwriting criteria to ensure Homeownership, Home Preservation, and Aging in Place programs are in compliance with all municipal, state, and federal laws.
- Responsible for responding to initial program inquiries from potential applicants, executing the annual outreach plan, distributing program marketing and collateral

- materials, and scheduling informational presentations about the homeownership and home preservation programs to community organizations, churches, businesses, etc.
- Responsible for scheduling and conducting Homeownership Orientation Sessions for potential applicants.
  - Manage the intake and processing of applications for the Homeownership, Home Preservation, and Aging in Place programs.
  - Document all aspects of the program application processes from recruitment of qualified applicants to Board pre-approval.
  - Maintain the homeownership program files and tracking as related to Homeowner applicants and future homeowners.
  - Chair the Homeowner Selection Committee to ensure selection of qualified applicants, training, and compliance of policies and procedures.
  - Compile program statistics, demographic information, and fulfill relevant reporting requirements.
  - Engage in community relationships with area government and non-profit organizations that can assist and serve Habitat homeowners and applicants.
  - Participate in events related to Henderson County Habitat for Humanity.
  - Perform other duties as may be assigned.

**EEOC**