



Habitat for Humanity of
Greater Sacramento
819 North 10th Avenue
Sacramento CA 95811

POSITION DESCRIPTION

Applicable to: Manager of Homeowner Services
Department: Homeowner Services
Reports to: CEO
Supervises: AmeriCorps, Family Services
Coordinators: Member(s), Volunteers
Annual Salary Range: \$45,000-\$50,000 DOE <i>(full time position exempt from overtime)</i>

Position Overview

Description: The Manager of Homeowner Services is responsible for ensuring a successful transition to homeownership for Habitat for Humanity of Greater Sacramento (HFHGS) homebuyers. With the assistance of volunteer committees, the Manager of Homeowner Services will direct key aspects of the homeownership program, including homeowner selection, homeowner support, homebuyer education, mortgage origination and servicing, and delinquency management. The Manager of Homeowner Services will also oversee compliance with federal lending laws and regulation related to mortgage lending.

HFHGS currently builds 8 to 10 homes per year and services approximately 95 loans. More than 500 individuals have been positively impacted by HFHGS homeownership program in the past 30 years. We desire to grow to consistently building 10 homes per year and create home repair and neighborhood revitalization programs. All programs require community outreach by the Manager of Homeowner Services.

CORE RESPONSIBILITIES:

People:

- Communicate with timeliness, clarity, positivity and cultural competence with people of all levels and backgrounds
- Develop and maintain positive, collaborative functional relationships with staff, homeowners, volunteers, donors and vendors
- Supervise support staff and departmental volunteers in achieving professional development and mission-specific goals
- Oversee workings of Family Selection Committee
- Provide culturally sensitive services to potential applicants and homeowners

Mortgage Origination and Servicing:

- Manage all aspects of homeowner selection process in compliance with Fair Housing, Equal Credit Act, and other relevant laws
- Oversee homeowner selection marketing and outreach, facilitate orientations, process applications and manage correspondence with prospective applicants
- Coordinate with community partner organizations, local employers and other relevant entities in conjunction with homeowner selection marketing and outreach activities
- Manage mortgage loan origination in compliance with all relevant legislation: provide homebuyers with appropriate disclosures according to federally mandated timelines; generate and review loan documents and coordinate with title agent to finalize Habitat real estate transactions

- Oversee mortgage servicing in compliance with all relevant legislation: Manage accurate recording of mortgage payments, correspondence with homeowners, escrow accounts and analysis, payoff balance requests, and accurate credit reporting
- Assist with mortgage sales and transfers of mortgage servicing if needed; liaise with other financial institutions involved with the sale and servicing of Habitat mortgages
- Stay current on regulatory compliance with mortgage laws by participating on-going training, and networking opportunities with other mortgage lending and Habitat professionals

Homebuyer/Homeowner Support

- Supervise new homebuyers in completion of program requirements
- Oversee the implementation and facilitation of comprehensive, consistent, and culturally appropriate first-time homebuyer education program
- Develop and manage comprehensive, consistent, and culturally appropriate post-purchase support and education program for current Habitat homeowners
- Assist with management and homeowner education for HFHGS-managed Homeowner's Associations in order to ensure a successful transition to homeowner-run communities
- Collaborate with staff and committees to organize special events, such as Ground blessings and Home Dedications
- Advocate on behalf of homeowners to Habitat stakeholders, constituents and community;

Other Key Responsibilities

- Collaborate with staff and committees to develop, implement and update Policy and Procedures for homeownership program that supports sustainability, equitable treatment of HFHGS applicants and homeowners, as well as regulatory compliance
- Collaborate with Construction team in order to coordinate construction schedule, planning new builds, move-in dates, walkthroughs and management of warranty program
- Assist Development Department in preparing grants and mortgage related funding;
- Collect qualitative and quantitative homeowner data to evaluate success and impact of program through regular pre- and post- homeownership surveys
- Answer phones, greet guests, and other administrative duties as needed

Reporting

- Provide required monthly, quarterly and annual reports regarding mortgage delinquency, family selection

STANDARDS FOR MEASURING PERFORMANCE

- Completeness, accuracy, and punctuality of reports, loan origination and servicing documents, and other assignments
- Ability to meet or exceed regulatory standards regarding mortgage origination and servicing in partnership with Controller
- Maintain a high internal and external customer and HFHGS team satisfaction level
- Maintain high standards of integrity and compliance

KNOWLEDGE, SKILLS, ABILITIES:

- Bachelor's degree or equivalent work experience

- At least three years of supervisory experience in a management position supervising staff of two or more
- Excellent interpersonal and cross-cultural skills to effectively work with a broad range of people
- Strong ability to work both autonomously and with a team
- Experience in housing industry/mortgage lending
- Experience in the non-profit/human services industry preferred
- Excellent verbal and written communication skills
- Highly skilled in public speaking and large group facilitation
- Ability to prioritize and work independently; self-starter and self-motivator; proactive
- Excellent organizational skills
- Strong computer skills and knowledge of Microsoft Office

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Most work is performed indoors
- Good organizational skills
- Experience with data entry required
- Experience working with volunteers strongly preferred
- Light physical requirements, infrequently may involve light to moderate lifting up to 25lbs. Additional physical action including: standing, bending, repetitive manual action such as keyboarding and driving a vehicle
- Mobility required as responsibilities included visiting construction job sites and attending meetings across Sacramento and Yolo Counties
- Requires valid driver’s license and ability to meet company’s insurance requirements; occasional driving
- Evenings, weekend work required for homeowner classes, orientations and events
- Public presentations regarding program: to solicit applicants, support , program volunteers, ground blessings, dedications
- Must be able to pass background, motor vehicle and credit reviews as well as drug test

Licenses and/or Certificates

Candidates must possess a valid California driver’s license and meet the State’s automobile insurability requirement.

To apply: Submit resume and cover letter to Employment@HabitatGreaterSac.org.

Habitat for Humanity of Greater Sacramento is firmly committed to a policy of equal employment opportunity (EEO) and will provide such opportunities to all qualified persons without regard to race, color, sex, sexual preference, nationality.

This position description does not list all the duties of the job. You may be asked by your supervisor to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this position description. Management has the right to revise this position description at any time. The position description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.

PD approved by	Date	Supervisor	Date	Employee	Date	Personnel file	Date
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