



Job Title: Homeowner Services Intake Coordinator
Reports Directly To: Director, Homeowner Services
Position Location: In office, 6665 Busch Blvd.

Employment Status: Hourly

The Homeowner Services Intake Coordinator will serve as the first point of contact for HFHMO, homebuyer and home repair program applicants. The Homeowner Services Intake Coordinator will field questions about both the homeownership and home repair program. This position will assist the Homeowner Services Department with all aspects of the application process; such as but not limited to processing applications, Homeowner Orientation Sessions, Rock the Blocks and special projects as needed.

Duties and Responsibilities:

- Often the first point of contact to the public, provides effective service and responds to inquiries. Answers the main Affiliate phone calls, provides accurately information and/or directs the inquiry to the correct Affiliate department.
- Diagnoses needs of callers and visitors in a timely, effective manner with special emphasis on customer service.
- As needed distributes mail and deliveries to staff in a timely manner.
- Manages applications for both homeownership and home repair programs case files.
- Manages application database.
- Notifies program applicants of application status in compliance with relevant regulations.
- Manages program participant selection process and provides staff support for affiliate. Makes appropriate referrals to other organizations when necessary.
- Serves as a resource for needs other than housing, which may include providing referrals for food, family counseling, and health and employment issues.
- Attend community events and tabling events.
- Assist Homeowner Services Department with all aspects of the program process; such as homebuyer education classes, sweat equity hours, property selection, the construction process and home maintenance.
- Updates and maintains department manuals and materials.
- Maintains reports and compliance with grant requirements.
- Assist Homeowner Services Department with setting up community meetings, organize block cleanups and engage the neighborhood prior to the sale of the lot(s) in neighborhood, and once the properties are sold and prior to start of construction.
- Assist in engagement of other neighborhood needs through either collaboration with/recommendation of organizations that already provide these product lines (i.e. home preservation, weatherization, and/or home repair) and/or through established HFHMO product line.
- Assist Homeowner Services with the recruitment of families through targeted community outreach and increase community knowledge of Habitat's mission and selection criteria.



- Promote partnership among all participants in the Habitat program, giving special attention to the needs and concerns of homeowners; and enhancing communication between staff, volunteers, and homeowner.
- Other duties as assigned.

Education, Experience, Knowledge & Skills Required:

- 1 to 3 years of related work experience; Associates or Bachelor's degree preferred.
- Sensitivity to individuals from various cultural and socioeconomic backgrounds; and have awareness of needs and challenges of low-income families.
- Must be comfortable with door to door canvassing in HFHMO's service neighborhoods.
- Ability to teach and coach others; must have good public speaking and interpersonal skills.
- Leadership experience; excellent organizational and time management skills and be able to multitask.
- Ample computer and internet experience including Microsoft Office applications and social media sites.
- Ability to work independently as well as in a team dynamic.
- Must be willing to take initiative and be a "self-starter".
- Must possess a good work ethic.
- Valid Driver's license and good driving record.
- Ability to work in a warehouse/office setting as well as attend functions outside of the office.
- Must be able to stand for extended periods of time, and work in varying weather conditions (such as heat, cold, rain and snow).

Work Hours:

- Monday through Friday

Evening and weekend hours will be required as needed.

EQUAL EMPLOYMENT OPPORTUNITY

Habitat for Humanity-MidOhio is committed to building and retaining a diverse workforce. We strongly encourage qualified candidates of diverse backgrounds to apply. We believe the inclusion and amplification of our differences create a more effective workplace and a more compassionate world.

All qualified applicants will receive consideration for employment without regard to national origin, race, color, religion, age, sex, sexual orientation, marital status, individuals with disabilities, and equally to disabled veterans and veterans of the Vietnam Era.