

Job Title: Homeowner Services Associate

Position Location: Charlottesville, Virginia

Reports to: Homeowner Services Manager

Employment Type: Full time, frequent nights and weekends

Habitat:

Habitat for Humanity of Greater Charlottesville (Habitat) is a cutting edge; Christian based non-profit housing organization creating simple, decent, affordable homes in partnership with low-income families, volunteers and the community of Greater Charlottesville. Homes are built with a volunteer labor force including homeowner families, corporate, civic, and church groups. Habitat is an affiliate of Habitat for Humanity International (HFHI), a global ministry working to end housing poverty world-wide.

In 2013 Habitat completed construction at Sunrise, the first trailer park transformation in the nation without resident displacement. Currently, Habitat owns and operates the Southwood Trailer Park with a similar goal of redeveloping it responsibly and compassionately as a mixed-income, mixed-use sustainable community for current and future residents. With 340+ trailers and 1,500 residents, Southwood is the area's largest single concentration of affordable housing and its greatest remaining redevelopment opportunity. When complete, the redeveloped Southwood will be unprecedented in scale nationally.

Scope of Responsibilities:

Habitat for Humanity of Greater Charlottesville (HFHGC) is seeking a Homeowner Services Associate who will assist with homeowner selection and support. The successful candidate will be the "frontline" of our Homeowner Services department and will play a fundamental role in working with community members to achieve their goal of safe, decent and affordable housing.

Habitat for Humanity of Greater Charlottesville is an Equal Opportunity Employer.

Prerequisite Requirements:

- Bachelor's Degree preferred
- Excellent writing and communications skills
- Excellent attention to detail
- Excellent interpersonal skills and experience with group facilitation, client interview, and public speaking
- Ability to work effectively and compassionately with low-income residents.
- Ability to develop and maintain effective working relationships with volunteers, colleagues and Board and committee members
- Demonstrated ability to multi-task, plan, organize, and implement multiple projects and meet deadlines
- Command knowledge of Word, Excel, PowerPoint, Outlook and other common non-profit database software
- Flexibility to work nights and weekends
- Sensitivity to confidential information

- Commitment to Habitat for Humanity's mission of service to others and to lending a hand to community members enmeshed in generational, housing poverty
- Commitment to racial and economic equality by working successfully with diverse populations
- Positive, "can do" personality

Responsibilities:

- Work with area service providers to create alternative pathways to homeownership
- Schedule and lead Applicant Information Meetings
- Manage publicity for Homeowner Selection and Support
- Manage Partner Family files; tracking documents, running periodic credit reports
- Assist with processing of applications, including running credit reports, requesting documentation, setting up files, setting interview appointments, etc.
- Assist with partnership meetings and events; arrange for space and food, coordinate guests; send reminders; manage RSVPs, etc.
- Other duties as assigned by the Homeowner Services Manager