

Homeowner Services Manager

Homeowner Services Manager is responsible for all aspects of Habitat for Humanity of Kitsap County's Homeownership Program, including collection of mortgage loan accounts. The Homeowner Services Manager is responsible for leading all aspects of the program participants' process from application to a thriving Habitat neighborhood. The Homeowner Services Manager ensures that mortgage closing processes are fulfilled with excellence and in compliance with all relevant local, state and federal requirements.

Key components of this position include ensuring an appropriate number of participant nominations for board approval into the homeownership program, educating program participants on homeownership, home purchase completion and supporting post-purchase needs of the homebuyer. This position will also participate in asset building efforts within the community and collaborate with other Habitat affiliates as appropriate.

RESPONSIBILITIES

Participant and Program Support and Education:

- Develop and maintain an appropriate number of participant nominations for board approval into the homeownership program to ensure the home purchase process aligns with the construction schedule.
- Manage the pre-application process and conduct program information sessions.
- Nominate prospective participants to the Habitat Board of Directors for approval.
- Continually review and streamline the participant selection process while ensuring compliance with lending regulations.
- Develop and maintain a clear tracking system for participants through the homebuyer process and ensure participant compliance with program requirements.
- Educate and coach participants and prospective participants in homeownership and the lending process.
- Manage all aspects of the mortgage closing process in collaboration with the Finance team.
- Develop and maintain long-term engagement plans with Habitat homeowners ensuring they stay connected to the organization.
- Support the creation and successful launch of HOAs within Habitat neighborhoods, as appropriate.
- Work with participants who may be struggling to make mortgage payments by offering resources and financial coaching.
- Work with the Development team to help identify and connect to participants willing to share their stories in communication and fundraising efforts.

Habitat Connects

- Develop and execute neighborhood engagement strategies to build strong and stable Habitat neighborhoods.
- Build strong relationships with participants through regular community-based meetings, event coordination and educational workshops.
- Collaborate with the Resource Development Manager in Habitat participant communication strategies, engagement and outreach.

Community Partnerships

- Cultivate and steward strong relationships with mortgage lending partners.
- Cultivate and steward strong relationships with participant referral partners.
- Collaborate with other Habitat affiliates as appropriate.
- Participate in asset building networks and coalitions to further Habitat's mission and strengthen relationships within the community.
- Engage volunteers in Habitat's Homeownership Program, where appropriate, and ensure both participants and volunteers have a quality experience.

Management of Homeowner Services Staff

- Manage Homeowner Services volunteers (between 1-3).
- Attend Habitat Board of Directors Meetings as required.

QUALIFICATIONS

Required Qualifications:

- At least five years related experience in community development, organization, facilitation, organizational management, or grassroots leadership development.
- BA or BS in related field – additional experience in lieu of four-year degree will be considered.
- Must possess a strong commitment to the mission, policies, goals and philosophy of Habitat for Humanity of Kitsap County.
- Experience in public presentations or workshop facilitation.
- Proven ability to work side by side with diverse populations to achieve a variety of personal, family, neighborhood, and community development goals.
- Creativity, flexibility, ability to multi-task several projects simultaneously, and excellent problem-solving skills.
- Excellent communication skills both written and in person and have a calm and very pleasant demeanor when working with a wide variety of people from all backgrounds.
- Ability to multi-task with high degree of project and time-management capacity to achieve high performance goals and meet deadlines in a fast-paced environment with multiple interruptions.
- Flexible to work occasional nights and weekends as needed.
- Must have access to a vehicle and maintain a valid WA driver's license as well as automobile insurance coverage.
- Proficiency in Microsoft Office 365, Teams and all social media tools.
- Must be able to successfully complete a criminal background check.
- Must successfully complete the Habitat for Humanity International Qualified Loan Originator certification within the first 90 days of employment.

Preferred Qualifications:

- Experience in mortgage lending and real estate transactions.
- Knowledge of homeowner association (HOA) management practices
- Working knowledge of low-income asset building and first-time homeownership challenges.
- Experience working with volunteers.

Compensation and Benefits

Habitat offers a competitive salary and benefits package for this position commensurate with experience.

Physical demands and work environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job's essential functions.

While performing the duties of this job, the employee is frequently required to remain in a stationary position for long periods while operating a computer, participating in meetings, and communicating on a telephone or in person. Occasional requirements are to move about the office to access office equipment and need to have the ability to traverse a construction site and sit for extended periods of time for airplane travel. Must be able to lift 25-50 lbs. Some nights and weekend events required.

To Apply

Interested in applying? Email the following to hr@kitsaphabitat.org:

- A letter of interest specifically addressing the qualifications listed in this announcement including why you are interested in a leadership role with Habitat for Humanity of Kitsap County.
- Current resume.
- Three professional references.

Habitat for Humanity of Kitsap County is an equal opportunity employer. If you are selected for the position, Habitat for Humanity of Kitsap County will conduct a background check before hire.