



Homeowner Services Outreach Coordinator

Job Description

Job Title: Homeowner Services Outreach Coordinator

Department: Homeowner Services

Reports To: Chief Administration Officer

FLSA Status: Non-Exempt

Updated: January 2019

Summary: The Homeowner Services Outreach Coordinator supports Habitat for Humanity-Spokane's mission by developing and strengthening relationships with key community partners, developing and leading the implementation of our outreach strategy for home purchase and neighborhood revitalization programs, and assisting with the qualification process for prospective homebuyers. Candidates for this position must have great attention to detail, strong work ethic and urgency to fulfill goals of the affiliate's strategic planning goals. Candidates for this position must exercise strict self-discipline and dedication to operating ethically and professionally. Must be able to separate the emotional aspects of the job from the duties required.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Full-time position that will work a flexible schedule to accommodate meetings, workshops and events as needed

Implement the outreach strategy by coordinating outreach efforts, completing research, canvassing neighborhoods, completing outreach events and workshops, and conducting other sales-related activities in order to secure qualified potential homebuyers.

Develop and maintain professional relationships with community organizations and corporate employers in furtherance of securing outreach events and qualified potential homebuyers.

Analyze outreach efforts and results and update strategies as needed.

Follows affiliate and Habitat International guidelines for partnership requirements.

Meeting or exceeding annual goals for securing approved homebuyer applicants.

Collaborate with the marketing and communications department to create marketing materials for home purchase and neighborhood revitalization programs.

Responds promptly to all requests for Program Information; Refers inquiries who have immediate needs to local agencies.

Coordinate and complete Homeowner Informational Meetings and presentations, on and off site, to individuals and groups in order to recruit potential homebuyers and to inform the community about Habitat-Spokane's mission to provide affordable housing.

Plan, register and facilitate attendance for outreach events that are specific to homeowner recruitment. Assist with set up as needed in coordination with volunteers hosting the booth.

Serve as the staff liaison to the Homeowner Service volunteers and, in this capacity, maintain an active group of volunteers, train to be good outreach representatives, schedule to attend outreach events and workshops, and as needed, solicit input on outreach to targeted groups.



Homeowner Services Outreach Coordinator

Job Description

Keep records and input information from volunteers who have participated in outreach events and information/educational sessions in the Raisers Edge database.

Actively seek information about initiatives in Spokane County that relate directly or indirectly to homeownership and from community groups that may produce potential applicants. Use this information to create relationships with community partners that lead to securing qualified homebuyer applicants. Share this information with staff, as appropriate.

Attend homeless coalition and Spokane Low Income Housing Consortium and other pertinent community meetings when it is beneficial for Habitat-Spokane to have a representative present.

Serve as the liaison in any PUD, HOA or other organizations where HFH representative is needed

Conduct orientation meetings to newly qualified future homeowners.

Manage the logistics of pre-purchase education classes including schedule of trainings and location of classes.

Prepare and execute quarterly educational classes to teach future homeowners homeowner preparedness. Recruit industry experts as needed.

Tracks and documents future homeowner monthly sweat equity hours and other program requirements in Raiser's Edge and dashboard.

Maintains monthly engagement with all future homeowners through mailings, texts, emails and meetings to discuss changes in household status and to discuss program requirements. Mail monthly "audits" of sweat equity, closing cost and other program requirements.

Assigns land to qualified future homeowner in conjunction with CEO & CAO; Completes home selections in conjunction with Operations.

Assist with organization and execution of home dedication ceremonies.

Maintain up to date HUD requirements.

Provide information needed for grant application/compliance as requested.

Honest in work load and clear in delegating and deadlines. This position is expected to use discretion and independent judgement in carrying out his/her responsibilities.

Attend monthly staff meetings and other staff events.

Promote and represent the mission of Habitat for Humanity-Spokane in a professional and knowledgeable manner.

Supervisory Responsibilities

This position has no supervisory responsibilities.



Homeowner Services Outreach Coordinator

Job Description

Competencies To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional client situations; Responds promptly to client needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Provides vision and inspiration to peers and subordinates.

Leadership - Exhibits confidence in self and others; Accepts feedback from others; Gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Demonstrates knowledge of market and competition; Aligns work with strategic goals.



Homeowner Services Outreach Coordinator

Job Description

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritize and plans work activities; Uses time efficiently; Sets goals and objectives.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.



Homeowner Services Outreach Coordinator

Job Description

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

AA degree in a social service field required; Bachelor's degree preferred. One-year non-profit social service administration or other program coordination experience required

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Raisers Edge Database software; Power Point Design software; Outlook software; Excel Spreadsheet software and Word software.

Certificates, Licenses, Registrations

Valid driver's license

Other Requirements

Reliable vehicle, as this position requires outreach outside of the office. Maintain valid driver's license. Subject to a criminal background check and drug and alcohol testing.

Other Skills and Abilities

High administrative skills on internal exam



Homeowner Services Outreach Coordinator

Job Description

Other Qualifications

Habitat for Humanity-Spokane is a Christian housing ministry and all employees serve in a ministerial and service capacity.

Physical Demands The physical demands 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 essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

