



# Homeowner Support Specialist

## Job Description

**Job Title:** Homeowner Support Specialist

**Department:** Homeowner Services

**Reports To:** Chief Program Officer

**FLSA Status:** Non-Exempt, Full-time

**Salary:** \$17 - \$20/hour

**Summary:** The Homeowner Support Specialist will work a full-time, flexible schedule to accommodate meetings, workshops and events as needed. The Homeowner Engagement Specialist is responsible for providing support to Habitat homeowners, direct inquiries from Habitat homeowners, and provides Homeowner and Condo Association support. This position will work alongside the Homeowner Services Department to strategize and streamline the resources and education available to support Habitat homeowners after purchase. The Homeowner Support Specialist will maintain updated resource and referral information and will attend networking opportunities to develop a robust understanding of applicable resources for homeowners in Spokane County.

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

Assist department with creating and arranging educational opportunities pre and post purchase.

Develop and maintain library of resources for home repair, neighborhood involvement and other services that support successful homeownership.

Support homeowners in enrolling in city or county programs, such as property tax exemption or foreclosure prevention.

Monitor the process of transferring utilities from Habitat to homeowner after purchase.

Attend pre purchase home walk throughs.

Provide assistance with post purchase questions and concerns.

Respond to and coordinate homeowner repair requests during limited warranty phase.

Provide support to homeowners and leadership of Homeowner and Condo Associations.

Follow up with homeowners after purchase and provide support and stewardship.

Develop and maintain relationships with community leaders to promote education and engagement with Habitat in support of its program and mission.

Maintenance of closed homeowner files.

Attend monthly staff meetings and other staff events are required.

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

**Supervisory Responsibilities:** This position has no supervisory responsibilities.



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### **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 workflows and procedures.

**Design** - Demonstrates through work performance 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 setting and utilizes reason and empathy when dealing with emotional topics.

**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 partner family, donor or volunteer situations, responds promptly to partner family, donor or volunteer needs, solicits feedback to improve service, responds to requests for service and assistance, meets commitments, comfortable and confident in working with a diverse population of constituents: vulnerable populations, donors, volunteers etc.

**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, provides clear & concise communication with visitors and understands boundaries, is committed to effective conflict resolution to maintain a good work environment, listens and gets clarification, responds well to questions, participates in meetings and demonstrates group presentation skills.

**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 group efforts to succeed.

**Visionary Leadership** - Displays passion and optimism, inspires respect and trust.

**Change Management** – Develops workable implementation plans, communicates changes effectively, builds commitment and overcomes resistance, prepares and supports those affected by change, monitors transition and evaluates results.

**Leadership** - Exhibits confidence in self and others, accepts feedback from others, gives appropriate recognition to others.

**Quality Management** - Seeks ways to improve and promote quality, demonstrates accuracy and thoroughness.



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**Business Acumen** - Understands business implications of decision, displays orientation to profitability, demonstrates knowledge of market and competition, aligns work with strategic goals.

**Cost Consciousness** - Works within approved budget, develops and implements cost saving measures, conserves organizational resources.

**Diversity** - Demonstrates knowledge of EEO & Equal Housing policies, shows respect and sensitivity for cultural differences, educates others on the value of diversity, promotes a harassment-free environment.

**Ethics** - Treats people with respect, keeps commitments, inspires the trust of others, works with integrity and ethically, upholds organizational values and can navigate sensitive information and remain objective.

**Organizational Support** - Follows policies and procedures, completes administrative tasks correctly and on time, supports organization's goals and values, positive representation of the organization through outside activities, supports affirmative action and respects diversity, understands or is willing to learn about issues of poverty both locally and globally.

**Strategic Thinking** - Develops strategies to achieve organizational goals, understands organization's strengths & weaknesses, analyzes market and competition, 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, does not pass judgment and committed to representing Habitat for Humanity-Spokane in a positive light.

**Motivation** - Sets and achieves challenging goals, demonstrates persistence, and overcomes obstacles, measures self against standard of excellence and takes calculated risks to accomplish goals.

**Planning/Organizing** - Prioritizes and plans work activities, uses time efficiently, plans for additional resources, sets goals and objectives.

**Professionalism** - Approaches others in a tactful manner, responds 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 and monitors own work to ensure quality.

**Quantity** - Meets productivity standards, completes work in timely manner, strives to increase productivity, and works quickly.

**Safety and Security** - Observes safety and security procedures, determines appropriate action beyond guidelines, reports potentially unsafe conditions, uses equipment and materials properly. Follows all COVID-19 policies and procedures.



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**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.

**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** - Volunteers readily, undertakes self-development activities, seeks increased responsibilities, takes independent actions and calculated risks, looks for and takes advantage of opportunities, and 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, presents ideas and information in a manner that gets others' attention.

**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

High School Diploma/GED, Associates Degree preferred. Minimum three years of experience supporting clients from diverse backgrounds in a social service or non-profit housing setting.

### Other Requirements

Subject to a criminal background check, credit check and drug and alcohol testing. Have reliable transportation.

### Other Qualifications

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

### Language Skills

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

### Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume, Ability to apply concepts of basic algebra and geometry.



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### 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; Microsoft Office Suite, Basecamp, Adobe Pro+.

### Certificates, Licenses, Registrations

Current driver's license

**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.





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