



Homeowner Engagement Specialist

Job Description

Job Title: Homeowner Engagement Specialist

Department: Homeowner Services

Reports To: Chief Program Officer

FLSA Status: Full Time, Non-Exempt

Salary: \$35,360K to \$39,520K

Summary: The Homeowner Engagement Specialist supports the Habitat for Humanity-Spokane mission by being the primary case manager for future homeowners in the Habitat Program. Case management is performed by monthly check in meetings, education, and support with program participants.

Essential Duties and Responsibilities:

Conduct program orientations with Habitat Program participants upon acceptance into the program. Assist with homebuyer education and budgeting classes as needed.

Monthly check in meetings with future homeowner(s) to review program requirements, timelines, and concerns.

Coordinate with future homeowners and the volunteer coordinator to schedule partnership hours at the Habitat for Humanity Store, construction site & special events.

Complete data entry and tracking of partnership hours and other program requirements. Monthly audits of program requirements to be conducted and mailed to each future homeowner.

Communicate program requirements and expectations to future homeowners to meet organization and department completion timelines.

Follow affiliate and Habitat for Humanity International guidelines for partnership requirements.

Maintain digital case notes, quarterly in database and dashboard after check in meetings and as communications occur to document changes. Communicate concerns with Homeowner Services team as needed.

Monitor future homeowner income and credit to maintain program eligibility and loan readiness.

Collaborate with Chief Program Officer with land assignment and pre-closing practices.

Collaborate with the Marketing Department as needed to maintain updated materials.

Serve as an intermediary between future homeowners, community partners, and the media at home dedications and special events.

Collaborate with Homeowner Services Department to create and meet departmental goals per strategic plan.

Periodic community outreach to recruit Future Homeowners.

Maintains Federal and State Qualified Loan Originator Certification.



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Responsible at all times for compliance with RESPA, TILA and all fair housing and lending laws. Adhere to and ensure current lending laws and HUD requirements are always followed.

Represent HfH-S in all aspects of professional service abiding by all policies and procedures.

Attends all Habitat for Humanity-Spokane events and staff meetings as required.

May complete other duties as assigned.

Supervisory Responsibilities: None

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; responds promptly to partner family 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 resolving conflict; not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; open to others' ideas.

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 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's efforts to succeed.

Visionary Leadership - Displays passion and optimism; inspires respect and trust.



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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.

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

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; and upholds organizational values. Have the ability to 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.



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Quantity - Meets productivity standards; completes work in a 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.

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

Bachelor's Degree specializing in social services or a related field and/or three years of demonstrated experience and understanding of case management, cross cultural experience preferred.

Certificates, Licenses, Registrations

QLO Certification (to be completed upon hire)

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 and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.



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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.

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, Calyx Point, Microsoft Office Suite, Basecamp and Adobe Pro.+

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.

