

Homeowner Services Advocate

Date: 1/13/2022

Status: Full Time, Hourly, Non-Exempt

Reports to: Homeowner Services Manager

Direct Reports: None

Position Overview:

The Homeowner Services Advocate is an ambassador for Habitat's homeownership program and is responsible for developing and sustaining impactful relationships with Habitat partner families while ensuring an exceptional experience throughout the program. The ideal candidate should exemplify Habitat's core values of Faithful, Thoughtful, Sustainable, Collaborative and Transformative.

Main Responsibilities:

- Assist with all aspects of the homeowner application process including applicant assistance, application meetings, verification of application materials, draft and issue denials, prepare board selection reports.
- Build and foster relationships with assigned Partner Families including regular meetings, accountability factors, and additional guidance as necessary.
- Create, implement, and manage a post-purchase sustainability program to extend the relationship with Partner Families beyond closing into homeownership.
- Collaborate with Homeowner Services Manager to plan and execute Partner Family orientation
- Compile and organize Partner Family files.
- Attend, observe, and assist with Partner Family education as necessary
- Manage loss mitigation efforts
- Collaborate with Construction team to identify and resolve any Warranty Repair issues that arise.
- Assist with grant requirement adherence for partner family placement, education, funding, etc.
- Assist Homeowner Services Manager with closing process and documents as necessary.
- Advocate for Habitat families in all interactions among Habitat staff and in the community.
- Perform general administrative tasks and other related duties as assigned.

Competencies:

- Personable, collaborative, and enthusiastic
- Must be capable of showing empathy and compassion for and be sensitive and understanding to people and situations of various cultural and socio-economic backgrounds.
- Creative and independent thinker with willingness to learn and grow.
- Strong written and verbal communication skills required.
- Strong attention to detail required.



Build on faith. Build up families. Build community together.

- Proficiency in Microsoft Office required.

Education and Experience:

- Bachelor's Degree in Human Services, Communications, or related field required. Experience in lieu of degree may be considered.
- 1 year of Human Services or related field experience preferred.
- Must achieve and maintain Qualified Loan Originator certification within 60 days of start date.

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