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| Position Title: | Homeownership Counselor |
| Department: | Homeownership |
| Position Status: | Full Time – 37.5 hours per week |
| Reports to: | Director of Homeownership |
| Works Closely With: | Customers |
| Duty Station: | Rochester |
| Organization: | NeighborWorks® Community Partners Rochester |
| Direct Reports: | None |
| Salary: | \$37,500.00 annually |

ABOUT US

We are on a mission to build and strengthen communities. NeighborWorks® Community Partners Rochester is a HUD Certified nonprofit organization which partners with fellow NeighborWorks® Community Partners affiliates to serve thousands of individuals and families across Western NY each year in creating homes, building personal wealth through homeownership, and growing a vibrant community around them. If the thought of working in a team environment to deliver superior quality customer service appeals to you, we are interested in hearing from you!

ABOUT THE POSITION

NeighborWorks® Community Partners Rochester needs a self-starting, tech savvy HUD Certified Homeownership Counselor to work with the Homeownership Team providing education/training to families and or individuals looking to purchase a home. The Homeownership Counselor's primary role will be to provide potential homebuyers and homeownership with financial assessments, development of action plans to increase financial knowledge to reach financial goals and put homebuyers on a path to homeownership and self-sufficiency.

Duties and Responsibilities: *(include but are not limited to):*

- Facilitate orientation classes, homebuyers education workshops, financial Fitness workshops, post-purchase and foreclosure prevention classes, including presentation preparation, room set up and distributing handouts. *Some evening and/or weekend hours will be required.*
- Provide one-on-one extensive financial coaching including sessions for action plans, budget development, debt management, review of credit report, emergency savings funds; that promote the client's best interest or choice in their effort towards home ownership
- Monitor client caseload, which includes developing strategies for addressing financial objectives
- Conduct follow-ups via phone and/or email to determine if the client is following their financial goal plan. The interaction with the client should always be in a professional, responsive, helpful and positive manner.
- Record all communications, update log after each meeting or interaction with client or lender. Ensure that information up to date and current at all times and enter customer data into Salesforce software.
- Update Outlook calendar with appointments for clients to ensure that client's information is updated on a monthly basis. Manage monthly counseling schedule to ensure appointment availability
- Ensure all client files are securely stored and complete with all required documents and forms including signed releases and any other documentation in compliance with current HUD regulations and the Housing National Standards
- Follow and enforce the National Industry Standards for Homeownership Education and Counseling National Industry Code of Ethics and Conduct for Homeownership Professionals
- Provide homeownership-related production numbers on a monthly basis
- Collect closing disclosures, prequalification letters from clients and update various production reports
- Participate in staff, counselor meetings and training as scheduled.
- Represent agency at events and seminars networking functions as needed
- Compile and file necessary reports such as HUD 9902
- Develop referral sources by building relationships with lenders, realtors, human service organizations, local governments, professional peers and others

EDUCATION & EXPERIENCE

- Bachelor degree in the area of business, finance or related field with a minimum of three years of experience in housing counseling and financial coaching services.
- Must hold a HUD Certified Housing Counselor certification or demonstrated ability to achieve within 4-5 months.

- Must at least have Train the Trainer Certification, Homebuyer Education and Financial Capabilities/Financial Fitness/Coaching certifications with ongoing planning for recertification every two years.
- Fluency in English a must, with fluency in Spanish a plus
- Strong understanding of home purchase and financing process.
- Have understanding of the default foreclosure process.
- Expertise in the statutory and regulatory framework relevant to homeownership, including TILA/RESPA, GLB, Fair Housing and other federal, state, and local rules
- Good decision making skills, with the ability to analyze information, evaluate results, and implement the best solution to solve problems or challenges.
- Self-motivated, with an ability and dedication to learn new skills quickly, keep up to date technically, and apply new knowledge to your job.
- Operating computer systems and software such as Microsoft Word, Excel, PowerPoint and Outlook a must and knowledge of Salesforce a plus.

KEY SKILLS AND ATTRIBUTES

- **Customer Service** – Works with the NeighborWorks® Community Partners Rochester team to provide first class customer support to internal and external stakeholders. Due to the high level of customer interaction that is instrumental to the success of this position, considerable attention will be given to the candidate’s character and temperament.
- **Collaborative** - Is outgoing, personable and passionate about working with people to further the organization’s mission to promote stable, long-term homeownership for residents within the City of Rochester and Monroe County.
- **Industry Knowledge** – Must be knowledgeable in the fields of energy services, construction and lead paint/housing hazards with a commitment to staying current with trends, issues and initiatives relative to all aspects of these areas.
- **Strong Communication** - Is outgoing, personable and passionate about working with people who need help making their home safe and comfortable.
- **Relationship Builder** - Is able to build relationships with potential clients and is comfortable promoting the entire suite of Homeownership services to grow interest and generate leads.
- **Professionalism** - Represents NeighborWorks® Community Partners Rochester in a manner that will foster and cultivate positive relations with customers, fellow team members and community partners. Is detail-oriented with good follow-up.

ADDITIONAL RESPONSIBILITIES

- Represent NeighborWorks® Community Partners Rochester in a manner that will foster the best possible relationships with potential customers, community partners, and other external stakeholders
- Assist with marketing NWCP Rochester programs during homeownership orientations
- Accomplishes all other duties and tasks as appropriately assigned or requested
- Exercises sound judgment, maintains confidentiality, and follows policy and procedure
- Other tasks that may be required to assist the homeownership team or any other tasks that may be required to fulfill the objectives of the agency
- Attend regular departmental and staff meetings

Additional Requirements:

- Possession a valid NYS Driver's License is required with availability of consistent vehicle transportation with flexibility to travel locally and out of the area (but within NYS).
- Independent travel is required
- Available to work evenings, weekends and maintain a flexible work schedule

PHYSICAL DEMANDS & WORK ENVIRONMENT

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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. While performing the duties of this job, the employee is not exposed to weather conditions. The noise level in the work environment is usually moderate. **We are an Equal Opportunity Employer.**

If you wish to apply, please submit a Cover letter and resume to:

aeastlack@nwcommunitypartners.org

No phone calls please.