



**About Habitat:**

Habitat for Humanity (Habitat) brings people together to build homes, communities, and hope. Habitat partners with families in our community to help them build strength, stability, and self-reliance through affordable housing. Habitat homeowners contribute sweat equity hours alongside other volunteers to help build their home and pay an affordable mortgage.

Habitat for Humanity of Butte County (Habitat Butte) has built 47 homes since its founding over 30 years ago. Now, as a result of the devastating Camp Fire, we are significantly increasing the number and variety of homes we build. We are dependent on grants and charitable donations to finance our plans to get more families in Butte County into affordable homeownership. Habitat also operates the Habitat for Humanity ReStore and its mission is to generate revenue through the sale of donated, reclaimed building supplies, appliances, tools and other items to support the affiliate at-large.

We are in the process of building capacity to significantly respond to the affordable housing crisis that our community is experiencing. This position is one that needs to be able to adapt to change, be forward thinking, work collaboratively with a team, and be able to seek opportunities.

**Job Title:** Homeowner Services Manager

**Overall Responsibilities:**

Reporting to the Executive Director, the employee in this position is responsible for administering the Affiliate's Homeowner Selection and Support Program in accordance with our policies and procedures. The employee works under the direction of the Executive Director and the Chairperson of the Homeowner Selection and Support Committees. The position works with applicants and partner homeowner families through the application and selection process prior to and after families become accepted into the program including but not limited to assisting with the loan application process through USDA and the local jurisdictions, monitoring sweat equity activity, coordinating and conducting homeownership education classes, coaching the families during the closing process, mentoring families as they assume the responsibilities of homeownership, and offering continued homeowner support. This position is highly collaborative position works closely with the entire Habitat team.

## **Major Duties and Responsibilities:**

### Homeowner Selection

- Manage and oversee the entire homeowner selection process
- Oversee recruitment pathways to identify homeowners in need (Prioritizing Disaster affected persons, displaced persons, single parent households, older people-65+, person with disabilities, person with long term illness)
- Track and report to Affiliate management the progress of all applications; ensure timely responses and answering inquiries about status of applications
- Coordinate and implement small group and public speaking orientations to educate homeowner candidates about the Habitat for Humanity
- Treat prospective and partner families with respect, courtesy and dignity
- Manage application orientations
- Conduct initial screening of all applications. Screening involves determining eligibility and income-qualification
- Track and screen applications before submitting to Homeowner Selection Committee for review
- Review applications and send appropriate acknowledgement
- Schedule and conduct initial meetings with each prospective homeowner upon approval.
- Meet with families, as needed, to discuss the application process and final decisions
- Set appropriate timelines for the Homeowner Selection Committee and notify families of their status in a timely manner
- Schedule and/or conduct homeowner workshops; schedule presenters; ensure that potential homeowners have completed workshop requirements before moving into home
- Administer & file all necessary paperwork (homeowner's agreement, loan estimates, volunteer liability)
- Serve as staff liaison to Homeowner Selection and Support Committee; including attending all meetings, informing Committees of all pertinent affiliate events; scheduling and organizing all planning and training sessions, speakers and special events.
- Provide staff support to the Homeowner Selection Committee, including scheduling, coordinating and attending committee meetings
- Recruit and provide training to Homeowner Selection Committee members
- Prepare homeowner selection information and documentation for Board of Directors meeting, including report and recommendation from Homeowner Selection Committee
- Work closely with the communication department to create and share family stories
- Monitor payments of down payments until construction is completed.

### Support Services

- Manage and oversee the homeowner support services

- Track sweat equity hours and send monthly sweat equity reports to homeowners
- Assist homeowner with home selection items, such as flooring, cabinet and countertops
- Keep partner families abreast of upcoming classes, events, and sweat equity opportunities
- Develop and distribute monthly/quarterly newsletter focusing on resources, educational and homeownership tips.
- Provide opportunities for prospective homeowners to benefit from community resources.
- Create opportunities for families and partners to bond
- Coordinate homeowner partner related events such as wall raising, home dedication, potlucks, etc.
- Address and resolve issues for potential homeowner families

### Administrative

- Continually review and streamline the homeowner selection process while ensuring compliance with mortgage lending regulations such as the: Fair Housing Act, Real Estate Settlement Procedures Act, Non-Judicial Foreclosure Act.
- Work closely with Accountant, gather documents needed for Habitat, USDA and local jurisdiction loans.
- Review and explain loan documents with homeowners.
- Facilitate the loan closing process with the Title Company along with USDA and the local jurisdictions in partnership with Executive Director'
- Working with the Accountant, help manage the transition to the 3rd party lending model, which may include USDA, local jurisdictions, WISH, CalHome
- Implement Homeowner Services Policy and make sure current practices are consistent with policies.
- Evaluate and make recommendations for changes in process, where appropriate
- Work with other affiliate leadership in developing new programming, procedures, policies, and homeowner participation strategies.
- Maintain certification for annual Mortgage Origination as well as the State certification
- Working with Accountant, monitor monthly mortgage payments and communicate to homeowners if payments are late.
- Working with Accountant, communicate with homeowners about establishing and maintaining homeowner property insurance policies in good standing
- Maintain contact with community agencies offering services beneficial to Habitat potential homeowners through meetings, seminars and special events.
- Maintain homeowner files.
- Submit monthly report of activities to the Board
- Regularly attend and participate in staff meetings
- Keep Executive Director informed of progress and problems
- Attend special events and conferences as appropriate

### Education:

- Bachelor's Degree in related field
- A minimum of 2 years of related experience with nonprofit experience
- Knowledge and understanding of mortgage lending and servicing helpful
- Knowledge of and proficiency in Google email, calendar, drive, meets, and Zoom.

### Licenses and/or Certificates Required:

- Candidates must possess a valid California Driver's License and be insurable under the affiliate's policy and meet the State's minimum automobile insurance requirements
- Must pass Criminal Background Check and Sexual Offender Check
- CPR and First Aid Certified
- Must legally be able to work in the United States.
- Complete 40-hour Loan Originator Compliance Training and annually maintain certification
- Complete 2-hour CA DBO SAFE PE Training and annual maintain certification
- Complete 20-hour UDSA Section 502 Training

### Skills and Abilities Required:

- An understanding of, enthusiasm, and ambassador for the affiliate and mission of Habitat for Humanity
- A positive "can do" attitude, enthusiasm, and strong customer service orientation
- Ability to show attention to detailed policies and procedures in the office and field environments
- Ability to show personal accountability and professionalism
- Ability to apply a wide degree of creativity, latitude, and resourcefulness
- Ability to respect confidential information of staff, volunteers, homeowners, and donors
- Ability to hold high ethical standards, good judgment, integrity, diplomacy, and tact
- Ability to be self-motivated and work independently as well as collaboratively building effective working relationships with co-workers, volunteers, homeowners, donors, and partners
- Ability to manage multiple tasks, stay organized, prioritize, meet deadlines and follow-through
- Ability to work a flexible schedule to accommodate ever-changing needs
- Ability to use all types of office equipment, including computers and related software

### Qualifications:

- Excellent calendar, record keeping and attention to detail skills

- Excellent verbal and written communication skills
- Ability to prepare clear and concise oral and written reports
- Community Outreach experience
- Bilingual in Spanish desired

**Reports to:** Executive Director

**Typical Work Schedule:**

Monday – Friday, occasional evening and Saturdays  
8AM - 5PM

**Hourly Wage or Salary:**

\$54,000 - \$64,000

**Physical Requirements/Working Conditions:**

*(Office positions)* Physical requirements are those that are present in normal office environment conditions and infrequency may involve light to moderate lifting. Duties may include evening and weekend work to meet organizational needs and volunteer coordination.

Additional Physical Actions may include driving, standing, repetitive manual action - PC keyboard input, and bending. In general, this position will work in an office environment.

**Overall:** This job description is not intended to be an exhaustive list of all duties and responsibilities. Other duties, as assigned or deemed necessary by management, may be required. Management reserves the right to revise this job description at any time. The job description does not constitute a contract for employment, nor does it in any way alter the at-will employment relationship.

Habitat for Humanity of Butte County is an equal opportunity employer and does not discriminate based on race, color, creed, religion, sex, sexual orientation, national origin, age, familial status, or ancestry.

Please sign, verifying that you have read and understand the above information.

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