

Homeowner Services Program Coordinator

Salary Range: \$48,000 - \$52,000

Full-time

Hybrid work schedule

You have great people skills and organizational skills, and a deep commitment to helping people improve their lives. We have a special opportunity to create and strengthen partnerships with low to moderate income families and promote financial empowerment and stability through affordable homeownership.

Habitat for Humanity Greater Boston, seeks a multi-tasker who loves being the go-to person to support our homeownership services program. You will be the first person our homebuyers call, from the beginning of the application process through to homeownership and well beyond. You will also be the one our Homeowner Services staff and our volunteer Homeowner Selection Committee rely on to make sure that everything gets done on time and nothing gets forgotten. Key responsibilities will include the following:

- Support marketing and outreach programs: create marketing materials, host information sessions, attend community events and meetings, and build relationships with partner organizations.
- Support the volunteer Homeowner Selection Committee in recruiting, screening, processing, and interviewing applicants.
- Coordinate the "sweat equity" program, where potential homebuyers contribute 200 hours of sweat equity as part of the qualification process.
- Coordinate first-time homebuyer classes.
- Act as primary point of contact for homeowners through the application and home-building process, and throughout their life of Habitat homeownership.
- Identify and develop continuing education opportunities for homeowners.
- Design and distribute seasonal homeowner newsletters and assist in other communication and engagement activities.
- Foster and sustain relationships with community organizations that offer opportunities and resources to homeowners.
- Assist with planning and executing events celebrating homeowner milestones.
- Support the overall growth of Homeowner Services through expanding programs and gathering and following up on homeowner feedback.
- Respond to inquiries regarding Homeowner Services and other Habitat Greater Boston programs, connecting inquirers with other staff or external resources, and researching external resources as needed.

Our ideal candidate will have the following qualifications:

- Work experience (including internship or volunteer experience) with Habitat for Humanity or in housing insecurity or real estate.
- Bachelor's degree in social work, urban planning, psychology, or other related field, or pursuing a degree in a relevant field.
- We welcome your additional related experience as an alternative to a bachelor's degree.
- Demonstrated interest in working with diverse low-moderate income populations.
- Excellent communication and customer service skills, and a strong compassion for others.
- Available on occasional weeknights and weekends to attend home visits, community meetings, and other commitments.

- Proficiency in the Microsoft Office suite.
- Mission driven, proactive, and able to thrive in a fast-paced, collaborative environment that often involves navigating ambiguity.
- Preferred: Experience working with English as a Second Language clients.
- Preferred: Multi-lingual with proficiency in Arabic, French, Haitian Creole, Portuguese, and/or Spanish.
- Preferred: Knowledge of Boston-area social service agencies and programs.

Habitat for Humanity Greater Boston provides a competitive pay and benefits package, a supportive environment, and room to grow with this growing organization.

Please send your resume and a cover letter as to why you think you would be a good fit for this position to homeownership@habitatboston.org. For priority attention, please provide a cover letter and salary expectations.

About Us:

Habitat for Humanity Greater Boston is dedicated to building simple, low-cost homes in partnership with low-moderate income families who need decent and affordable housing. We believe homeownership is a transformational tool in promoting equity and helping families and communities maintain stability. Habitat for Humanity Greater Boston is an independent affiliate of Habitat for Humanity International.

Habitat for Humanity Greater Boston is committed to creating a diverse workplace environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, marital status, national origin, genetics, age, physical or mental disability, veteran/reserve national guard status, or any other status or characteristic protected by law.