

NEIGHBORHOOD HOUSING SERVICES OF NEW YORK CITY INC.

JOB POSTING

JOB TITLE: Homeownership Specialist

REPORTS TO: Director of Homeownership Services

03/08/2019

The Homeownership Specialist provides comprehensive individual counseling services to prospective homebuyers and existing homeowners. The counseling sessions may cover a broad array of areas related to the skills, knowledge and confidence necessary to buy and maintain a home. The Homeownership Specialist main responsibility is to assess those obstacles faced by the customer in pursuing his or her goal, and to develop an individual counseling plan that will assist a potential homebuyer in achieving his/her goal of homeownership.

Job Duties

- Conduct comprehensive individual counseling sessions.
- Understand and utilize organizational tools and systems to assess client mortgage-readiness, assist in developing an action plan, a household budget and reviewing credit.
- Ability to assess a client's housing and financial needs and provide relevant resources, guidance and tools to assist in client's preparation for homeownership.
- Proactively manage workload, calendar and client appointments to help meet the goals of the organization and serve the client effectively.
- Develop sufficient rapport with clients to have meaningful conversations with them about their finances and housing needs.
- Adhere to all guidelines related to the confidentiality of client records and information and requirements per the HUD Housing Counseling Handbook and National Industry Standards for Homebuyer Education and Counseling.
- Accurately and timely, enter data into the organization's client management system.
- Maintain contact with clients in follow-up, until termination/an outcome is reached.
- Contribute to the process of preparing regularly reports as needed.
- Create clients files per organizational and HUD guidelines.
- Ensure that quality-control measures are followed and that customer satisfaction is a priority of the counseling program.
- Assists the team with special projects as assigned and other tasks deemed necessary to achieve overall goals and operate a successful program.
- Participate in outreach events, some evenings and some Saturdays.
- Provide customer service to clients entering the office or calling in.
- Participate in the rotation to teach homebuyer and financial education workshops

Experience

- Written and spoken fluency in Spanish is essential
- Willingness to learn, to be solution-oriented when faced with a problem and seek/provide feedback in order to improve service quality and customer service
- Professionalism in interacting with staff, peers, management and supervisors
- Ability to manage multiple ongoing tasks and occasional projects
- Precision and attention to detail, well organized
- Excellent oral and written communication skills
- Energy and confidence in presenting to adult learners
- Two to four years of professional experience

- Ability to work effectively in both individual and group settings
- Ability to interact effectively and confidently with diverse individuals
- Ability to sense when people are overwhelmed and to break obstacles down to manageable steps
- Ability to identify internal program weaknesses, then to identify and implement solutions to create more efficient systems with more effective client outcomes
- Ability to work independently and as a productive team member
- HUD Certification a Plus!
- Knowledge of Financial Capabilities/Financial Empowerment training

Qualifications: Degree and/or experience in housing, mortgage lending, Homeownership Counseling required, homebuyers education; strong administrative skills, marketing and sales background. Presentation and interpersonal skills required. Advanced Microsoft computer software skills required. English/Spanish Bi-lingual preferred.

Send Resume and Cover Letter and salary requirements to:
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