

Neighborhood Housing Services of Queens CDC, Inc.
Job Posting

Job Title: Housing Counseling Specialist
Reports to: Program Director

Status: Non-Exempt

Employee Type: Full Time, 35 hours per week

NHS of Queens CDC, Inc is a HUD-Certified Not-for-Profit Housing Counseling Agency established in 1994, holding 29 years of comprehensive homeownership services and counseling to the Queens community. NHSQ revitalizes and preserves underserved Queens' neighborhoods by providing opportunities for homeownership education, affordable housing assistance, financial assistance and empowerment, homeowner services, and community leadership.

Join an experienced and fun team as we work to advance and protect sustainable homeownership in Queens. We offer a great work environment with friendly co-workers who are passionate about their jobs. NHSQ is seeking to hire a Housing Counseling Specialist who is responsible for providing comprehensive individual counseling in the areas of **pre-purchase/foreclosure prevention, rental counseling, and financial management**. Following HUD guidelines, providing education, information, and guidance for clients to make an informed selection of the options available to them. Interacts with lenders/servicers, advocates for clients to obtain the best mortgage products available for homebuyers and preserve homeownership for existing homeowners at risk of foreclosure.

Responsibilities include but are not limited to:

Utilize organizational virtual or face-to-face counseling tools to assess client mortgage readiness, develop an action plan and a household budget, reviewing credit, debt reduction, and credit rebuilding.

Assess a client's housing and financial needs and provide relevant resources, guidance, and tools to assist in the 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 Homebuyer Education, Rental Counseling, Financial Coaching, and Foreclosure Prevention.

Accurately and timely enter data into the organization's client management system RX office.

Maintain contact with clients and follow up until an outcome is reached.

Contribute to the process of preparing regular reports as needed.

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 and conduct homeownership program outreach events virtually or face-to-face to meet program goals.

Negotiate with lenders and other creditors on behalf of clients and monitor milestones.

Develop and manage opportunities for public presentations to enhance public awareness of NHS of Queens programs, services, and organizational initiatives.

Coordinate and secure partnerships with realtors, lenders, appraisers, legal services, county, and city representatives, etc., to ensure successful client and program implementation.

Assist in marketing and advertising NHS of Queens homeownership services programs.

Minimum Qualifications:

- Bachelor's degree
- HUD Housing Counselor License (Required); *
- Two (2) years of experience in mortgage lending/processing, foreclosure real estate sales, and /or credit counseling.
- Experience working with low-to-moderate-income populations and/or community outreach.
- Bilingual in English and Spanish.
- Background in housing, property management, and tenant/community organizing preferred.

Knowledge, Skills, Abilities, and Other Characteristics:

- Communication: strong interpersonal and communication skills, actively listens to the needs of callers, and presents ideas and thoughts clearly and concisely.
- Critical Thinking: Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Positive Attitude: Finds the most effective and efficient way to complete tasks, regardless of the obstacle, while continually offering support to peers through quality teamwork.
- Flexibility/Adaptability: able to accept change and engage in it.
- Active/Continuous Learner: recognizes own strengths and weaknesses and actively seeks skills, techniques, and methods to develop and enrich.
- Multitask: excellent time management and organizational skills and ability to work on multiple projects at one time.
- Strong computer skills with experience in Microsoft Word, Outlook, and Excel.

- **Ability to work hybrid is necessary, and some travel may be required subject to COVID-19 restrictions and considerations.**

** NWA Housing Counseling Professional Certification considered provided the HUD Exam for license is accomplished within 6 months of job acceptance.*

Expected Work Hours

The hours of work and days are Monday through Friday 9:00am to 5:00pm and as needed for evenings and weekends. Flexible hours considered.

Compensation: Salary ranges from \$50,000 to \$65,000 yearly commensurate with experience.

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Additional Application Instructions

To apply for this position, please submit your cover letter to yestrella@nhsofqueens.org. Only those candidates selected for an interview will be contacted. Applicant review will continue until the position is filled.

NHS of Queens strongly encourages Section 3 residents to participate in this hiring effort. Persons requiring reasonable accommodation to participate in this hiring effort are requested to contact yestrella@nhsofqueens.org

Application Deadline: Hiring immediately. Accepting resumes until position is filled.

Neighborhood Housing Services of Queens CDC, Inc. is an equal opportunity employer. We recruit, hire, upgrade, train, and promote for all positions and job classifications without regard to race, color, religion, creed, gender, national origin, age, physical or mental disability, marital, veteran or disabled veteran status, sexual orientation, or any other status as a member of any other legally protected group or activity.

We thank you for your interest in career opportunities with Neighborhood Housing Services of Queens CDC, Inc.