

Job Posting – Program Assistant for Homeownership

JOB RESPONSIBILITIES:

The Program Assistant facilitates the work of the Pre-purchase and Post-purchase services by performing intake duties. S/he is knowledgeable about the work of Bronx NHS and has general knowledge of program services offered by Bronx NHS. The Program Assistant must maintain a cordial and professional attitude in person and on the phone. S/he works with all members of the team with responsibility, accountability and respect. Must be knowledgeable of computer software, including client data base i.e., CMax.

1. Intake Responsibilities: The Program Assistant answers the telephone, meets walk-in pre-purchase, foreclosure prevention and lending customers.

- The Program Assistant ascertains the name of the customer and the purpose of the service request.
- The Program Assistant assists the Pre-and Post-purchase Counselors by taking pertinent information through the Request for Service forms and intake process. S/he follows up with customers to complete documentation in files and inputs information in CMax. S/he will also enter in CMax customers' information related to closing files, closed loans/grants, pre-purchase and foreclosure information files (as requested) and all other necessary information.

2. Data Entry Responsibilities: The Program Assistant enters and maintains the office's customer data information.

- The Program Assistant is responsible for inputting and maintaining customer data in the CMax system. S/he works with counseling and lending staff to assure accuracy of customer information. S/he also follows up with additional services delivered to the clients and update information accurately and on a timely basis.

3. The Program Assistant assists the counseling & lending staff with preparation of customers' files, documentation follow-up, monthly reports and updating of files.

- The Program Assistant makes follow-up phone calls, writes and mails follow-up letters if additional documents or information are needed to process or close a loan.
- The Program Assistant prepares a weekly tracking report on the status of each case for pre-purchase, foreclosure and home improvement service.
- The Program Assistant maintains files in a neat orderly and current fashion so that items can be easily found.

4. Word Processing Responsibilities: The Program Assistant performs basic word processing and typing tasks, including office correspondence and notices.

5. Tracking and reporting:

The Program Assistant assists the Director with the preparation of program reports and maintains administrative files.

6. Customer Service:

- **Quality of relationship:** the program assistant is expected to establish, develop and maintain relationships of high quality, designed to acquire cooperation, access to information and sponsorship of ideas.

Experience and Qualification Requirements:

- High school diploma/GED required
- Minimum 1 year of clerical experience (Associate degree acceptable alternative)
- Excellent typing and 10-key speed and accuracy
- Familiarity with Microsoft Office Suite
- Polished written and verbal communication skills
- Expert knowledge of Microsoft Office

Salary and Benefits: based on experience

APPLICATION PROCESS:

Bronx NHS is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in English & Spanish, are strongly encouraged to apply.

To follow-up and for inquiries regarding this and other positions contact Bronx NHS' Director of Operation at j.santana@bronxnhs.org.