

BRONX NEIGHBORHOOD HOUSING SERVICES CDC, INC.

JOB POSTING

JOB TITLE: Program Coordinator Education & Counseling

REPORTS TO: Director of Operations

The Program Coordinator Education & Counseling administers the Bronx NHS education, counseling & down payment/closing costs assistance programs for pre-purchase. S/he offers customer counseling on pertinent financial and mortgage issues, as well as, other areas as part of the educational services. S/he facilitates and promotes a company-wide Homeownership Education and Counseling vision, works with the Director of Operations to ensuring the implementation and achievement of Bronx NHS' Education and Counseling Program goals. S/he is a client trainer for pre-purchase, and/or post-purchase and provides one-on-one counseling.

Responsibilities:

- Coordinate the development and implementation of comprehensive pre-purchase education program.
- Develop narrative analyses and action plans to document next steps after each counseling session. Enter client information in our data system immediately.
- Qualify clients by reviewing payment history, liabilities and other credit information.
- Work with clients to develop an affordable budget and address budget issues.
- Provide clients with a monthly financial analysis to identify surplus to demonstrate that the client can afford the mortgage payment and has the minimum required funds necessary to qualify for Bronx NHS grant.
- Examine and process documents, addressing issues as needed.
- Determine readiness for homeownership based on Bronx NHS qualification criteria: eligibility, readiness, affordability and funds.
- Understand the client's goal to become a homeowner and provide written action plan.
- Determine a maximum affordable mortgage payment and purchase price.
- Follow up with client to make sure they meet qualification conditions (if any) within 5 days.
- Educate client about alternative mortgage products or solutions.
- Provide quality control for all aspects of the program to include the service-delivery system, customer-tracking system, program effectiveness, and overall customer satisfaction.
- Assess the educational needs of the community and meet those needs with appropriate opportunities.
- Produce statistical and analytical management reports to include information regarding customer transactions, class attendance, customer satisfaction, and outcomes mortgage closing data.
- Provide ongoing guidance and support to operate an efficient program, making optimal use of staff assistant's time resulting in clearly established performance measures, achieving benchmark goals and consistent customer satisfaction.
- Assist the Director of Operations special projects as assigned and other tasks deemed necessary to achieve overall goals and operate a successful educational and counseling program.
- Production expectation is that at least 10 applicants are qualified for mortgages per month.

Experience and Qualification Requirements:

- Dynamic instructor who can engage participants and promote interactive learning.
- Bachelor's degree in a related business field or an equivalent combination of education and work experience.
- Demonstrated presentation skills with the ability to adjust style and pace to audience needs.
- Expert knowledge of Microsoft Office
- Familiarity with general underwriting guidelines for affordable lending products.
- Ability to teach and counsel in English as well as Spanish.

Salary and Benefits: based on experience

Approved by: _____

Date: _____