

**Neighborhood Housing Services of Queens CDC, Inc. (NHSQ)
Job Description**

Job Title: Program Coordinator
Reports to: Executive Director and Program Director Homeowner Services (HOS)
GRADE: 3

The Program Coordinator administers the various homeowner services' programs and manages the programs processes on a day-to-day basis. The homeowner services include loss mitigation, refinance, repair/rehab and emergency loans, energy efficiency and environmental programs.

1. The Program Coordinator assists the Program Director HOS with marketing the various homeowner programs of NHSQ to target populations.

- **STANDARD:** The Program Coordinator identifies locations where target populations for the various neighborhood programs reside.
- **STANDARD:** The Program Coordinator assist with the development and actively implements strategies to market the various neighborhood programs to target populations.
- **STANDARD:** The Program Coordinator assist with arranging presentations to community groups to increase awareness of NHSQ' programs in coordination with the Community Outreach Coordinator. Community meetings give the Program Coordinator an opportunity to identify specific trends and customer needs that should be addressed through our programs.
- **STANDARD:** The Program Coordinator assist with plans and implements flyer campaigns, media presentations, and public announcements. This includes the distribution of flyers, newsletters, brochures, leaflets, signs, audio-visual material and press releases. This is done in coordination with his/her supervisor, and the marketing or program committee.

2. The Program Coordinator assist with the administration of the HOS programs, is involved in the lending process at every juncture, and offers the customer counseling on pertinent loss mitigation, financial, rehab and insurance issues as well as other areas as part of educational services.

- **STANDARD:** The Program Coordinator must conduct financial, loss mitigation and rehab services counseling with the customers to ensure that the customer understands the nature of his/her loan obligation and the construction process. S/he also educates the customer on the importance of homeowners' insurance, property taxes, lien avoidance and assists customers in securing adequate property coverage and retention. S/he refers customers to other NHSQ home ownership and educational programs such as home maintenance training, landlord education and insurance seminars and other issues of importance to the homeowner.
- **STANDARD:** Intake Process: The Program Coordinator monitors the intake process by the program assistant done by phone, mail, website and other inquiries from referrals or potential clients. On occasion s/he will do intake at the home of an elderly or disabled client as needed. S/he must be capable of discerning the customers' financial wants, needs and abilities quickly and must have the capacity to clearly communicate program guidelines and requirements to them. S/he must know the various programs or loan products so that s/he can refer customers to appropriate programs therefore s/he needs constant training as policies and procedures evolve.
- **STANDARD:** Application Process: The Program Coordinator walks the customer through the application process. S/he counsels customers about financial matters, helps

customers fill out loan applications and obtains all required documents and ensures all related fees were properly collected by the program assistant from the client. S/he must be patient and have good communication skills to be successful Customers must feel secure that all their communications with the loan officer are confidential.

- **STANDARD:** Loan Package Preparation: The Program Coordinator prepares the loan package. S/he reviews and organizes all legal, tax and financial documents and related fees collected by the program assistant from the clients. S/he prepares a loan proposal that summarizes all the salient information and recommends pertinent action. S/he checks with pro bono attorneys to be sure that defects to title are removed before closing. S/he must have a good understanding of the most recent underwriting criteria to design comprehensive lending packages thus constant training and attention to detail is essential. S/he needs to have problem solving skills to be successful.
- **STANDARD:** Loss Mitigation/Loan Package Presentation: The Program Coordinator presents loss mitigation/loan packages to the servicer/loan committee as applicable for approval.
- **STANDARD:** Loan Closing: The Program Coordinator prepares the loans that are approved for closing.

3. The Program Coordinator performs administrative duties to guarantee that the various HOS programs are efficient and effective.

- **STANDARD:** The Program Coordinator assist with the preparation of monthly homeowner services reports.
- **STANDARD:** The Program Coordinator maintains customer files and records.
- **STANDARD:** The Program Coordinator administers the repair or other homeowner related grant programs and report to the director.
- **STANDARD:** The Program Coordinator exchanges information with repair grant or other homeowner customers to ensure that the project continues to meet their needs as it develops and progresses.
- **STANDARD:** The Program Coordinator maintains relationships with partner organizations in the execution of grant programs. S/he follows up on the status of loss mitigation/loan applications. S/he is knowledgeable about the various loss mitigation options available or loan products or grants to the homeowner.
- **STANDARD:** The Program Coordinator attends staff and team meetings, and other meetings as needed.

4. The Program Coordinator acts as a source of information about the rehab lending, insurance services and seminars.

- **STANDARD:** The Program Coordinator knows and relates the issues surrounding loss mitigation, credit, rehab lending, insurance, property taxes and seminars to the customer.
- **STANDARD:** The Program Coordinator assists in other areas relating to the various NHSQ program services as requested by his/her supervisor.

Approved:.....

Date:.....