ORGANIZATIONAL MISSION
Seeking to put God’s love into action, Wichita Habitat for Humanity brings people together to build homes, communities, and hope.

PRIMARY PURPOSE OF JOB:
The Homeowner Services Coordinator supports the Homeowner Services Director to coordinate the affiliate’s procedures for the selection of homebuyers and facilitates the programs to train and support homebuyers for and through successful homeownership in accordance with the organization’s policies. The Homeowner Services Coordinator works directly with and assists in recruiting volunteers to serve on the Homebuyer Selection and Homebuyer Support Committees.

ESSENTIAL FUNCTIONS include the following. Other duties may be assigned.

- **Homebuyer Selection**
  1. Participate in recruitment of new partner families including marketing, facilitating information meetings, representing WHFH at community information fairs, and tracking applicants.
  2. Gather applicant documentation and make necessary calculations for homebuyer selection activities to ensure that qualifying homebuyers are consistently selected using approved HFHI, affiliate and Equal Housing Opportunity guidelines. Present completed applicant information to the Homeowner Services Director for review and approval prior to presentation before the Homebuyer Selection Committee.
  3. Coordinate scheduling with volunteers and applicants for various meetings.
  4. Ensure the highest legal and ethical standards guide the Homebuyer Selection volunteers and activities so there is no discrimination on the basis of race, color, national origin, religion, gender, age, disability, marital status, sexual orientation, ancestry, veteran status, or pregnancy.
  5. Protect the privacy of applicants, approved homebuyers and homeowners at all times.
  6. Record and keep current partner family and homeowner information utilizing Microsoft Access.

- **Homeowner Support**
  1. Maintain a visible partner family photo display for the office to keep staff, board, and committee members updated on recognizing and welcoming partner families to the WHFH offices and job sites.
  2. Coordinate, track, and report partner family sweat equity hours monthly, identifying and reporting issues when homebuyers do not meet their end of the partnership agreement.
  3. Gather and review current financial information of homebuyers prior to start of construction on their house to help ensure homebuyer is ready for financial responsibility of homeownership. Review the status with the Homeowner Services Director.
  4. Maintain a list of referral resources as appropriate to address the needs of WHFH homeowners and partner families.
  5. Facilitate regular contact with all WHFH families, keeping them informed of upcoming house dedications, volunteer opportunities, and other WHFH events through phone calls, mailings and the creation and distribution of newsletters.
  6. Coordinate house dedications.
  7. Prepare for and set up homebuyer education classes including coordinating with instructor and providing support to instructor and partner families during and after classes which are typically scheduled in the evenings and some weekends.

- **General**
  1. Participate in Homebuyer Selection and Homeowner Support Committee meetings including taking minutes.
  2. Communicate and collaborate with WHFH staff regarding issues from partner families including construction, home repair, financial, and sweat equity problems.
  3. Be available to participate at major fundraising events.
  4. Assist in recruiting new volunteers to the Homeowner Services department.
  5. Maintain a team-oriented attitude and be flexible to the challenge of evolving work requirements.
Knowledge, Skills and Abilities Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

1. Knowledge of and commitment to the Habitat for Humanity concept, principles, strategies, covenant, goals and guidelines.
2. Strong oral and written communication skills; able to write reports, correspondence and communications, and effectively present information to employees, management and volunteers, and function as a problem-solver.
3. Willingness to work with people of different races, faiths, and income levels, plus ability to work with volunteers, board members, staff, and committees.
4. Personal faith in God; comfortable with being a part of an ecumenical housing ministry.
5. Able to relate to all types of people and levels in and outside the organization, able to retain and motivate volunteers.
6. Able to manage multiple priorities and complete tasks in a timely manner.
7. Able to the effectively resolve problems or issues, by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law.
8. Able to take initiative and demonstrate leadership skills in a team to meet organizational needs.
9. Must be competent in the use of Microsoft Word, Excel, Access, Outlook, PowerPoint; ability to learn new software as needed.

Education, Training and Experience Requirements: The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. Bachelor Degree or experience resulting in equivalent level of knowledge is required.
2. Two to three years experience in social services or non-profit marketing.
3. Must maintain valid driver’s license to perform company business.

Physical Context and Work Environment: The context and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The employee must possess the physical abilities represented in the Knowledge, Skills and Abilities section above to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. The work environment is usually a well-lighted, environmentally-controlled indoor environment with moderate level of noise. Employee will be required to work in the program services office and other locations in the community. At certain times during the year, this employee will be required to work at an outside construction site.
3. Periodic travel for Habitat activities will be required. For example, applicant home visits, distribution of materials, and other local errands.