

Position Description – Homeownership Advisor, Rental Counseling

Job Type: Full-Time

Status: Non-Exempt

Expected Hours and Place of Work: The incumbent works full-time from the Orange, CA office of NeighborWorks Orange County with a hybrid of working home until further notice, where the office hours are Monday-Friday 8:30 am-5:00 pm, and some evenings and weekends as necessary for optimal business function. This position may require occasional local travel in Southern California.

Department: Community Impact, Counseling

Supervision Received and Exercised

Reports to: Community Impact Manager

Supervises: None

Position Summary: The Homeownership Advisor will be providing rental counseling and perform a share of all day-to-day tasks associated with homeownership counseling and workshops. S/he is a specialist and an individual contributor to the Community Impact Team.

Essential Functions

- Plan, organize, coordinate, and document homeownership counseling activities, including but not limited to setting up appointments, communicating with clients, collecting documents, discussing client situations and needs with approved outside partners, and entering data; provide counseling services in a minimum of two homeownership areas—foreclosure prevention, reverse mortgage, homebuyer, rental counseling etc.
- Counsel clients regarding their homeownership-related financial goals, including but not limited to reviewing clients' next steps, communicating what they should expect, detailing for clients the full process of the homeownership line in they are currently participating, guiding their conversations with lenders and other outside entities, coaching clients through improving their credit, and assisting them in developing healthy household budgets.
- Prepare for, coordinate, and teach homeownership workshops.
- Determine clients' overall financial health, identifying and tactfully communicating areas of strength and weakness.
- Determine which—if any—financial assistance programs clients qualify for, and communicate information on those programs to the clients accurately.
- Systematically, frequently, and consistently collect various types of data related to homeownership advisement, including but not limited to input, process, and outcome information; compile data into thorough, accurate, and clear reports; present reports to the Community Impact Manager and other staff as requested.
- In all activities, comply with all contracts, investor requirements, and NWOC policies.
- Meet or exceed all homeownership advisement goals established by the Home Ownership Center Manager.

Marginal Functions

- Triage and refer clients to the appropriate services within and outside NWOC.
- Provide support to other departments as needed.
- Work with vendors, contractors, and consultants to achieve departmental goals, as needed and available.
- Provide general support to the Home Ownership Center Manager, President/CEO, and designated staff as requested.
- Other duties as assigned.

Position Specifications

Education/Experience

- Minimum of two years of experience providing rental counseling and education services
- Understanding of the housing sector

Other Skills

- Exceptional interpersonal and time management skills
- Strong explanatory skills
- Detailed Oriented
- Ability to work flexible hours, including evenings and weekends
- Professional verbal and written communication skills
- Ability to work independently and as part of a team
- Intermediate PC and Microsoft Office Suite skills and database entry experience
- Ability to accomplish goals and produce valuable results with minimal supervision
- Ability to handle multiple projects simultaneously while continuing to meet or exceed goals
- Ability to work well with people from diverse backgrounds with varying degrees of experience

Licensure/Certifications

- Certification in a minimum of two homeownership advisement areas, such as first-time homebuyers, rental counseling, reverse mortgage, and/or foreclosure prevention.
- HUD Certified

Physical and mental demands

- Frequently operates a computer and other office productivity machinery such as a calculator, copy machine and computer printer.
- Must be able to remain in a stationary position at least 2/3 of the time.
- Frequently moves about inside the office or at meetings/events to access people, file cabinets, office machinery, etc.
- Constantly communicates with staff, funders, and external business partners. Must be able to exchange accurate information in these situations.
- Must be able to inspect paper and electronic documents and accurately communicate their contents and connotations to various audiences.
- Will be required to drive an automobile or use public transportation to attend local meetings, conferences, and/or trainings.

Working environment: This job operates in a professional office environment.

Starting Salary/Hourly Rate Range: \$50,000-\$54,000/year gross

Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

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NeighborWorks Orange County reserves the right to modify, interpret, or apply this job description in any way the organization desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employment relationship remains "at-will."

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