



<b>Position Title:</b>	Homeownership Counselor
<b>Department:</b>	Homeownership
<b>Position Status:</b>	Full Time – 37.5 hours per week
<b>Reports to:</b>	Director of Homeownership
<b>Works Closely With:</b>	Customers
<b>Duty Station:</b>	Buffalo
<b>Organization:</b>	NeighborWorks® Community Partners Buffalo
<b>Direct Reports:</b>	None
<b>Salary:</b>	\$40,000, annually with cost-of-living adjustment, <i>with opportunities to earn a merit increase and year-end bonus.</i>
<b>Benefits:</b>	NCP also offers a comprehensive benefits package including a generous health benefit stipend, 15 Days accrued PTO in first year, 13 paid holidays, medical, dental and vision insurance, supplemental short-term disability insurance, long-term disability insurance, and life insurance.

## **ABOUT US**

NeighborWorks® Community Partners Buffalo is on a mission to build and strengthen communities. We are a HUD Certified nonprofit organization that partners with fellow NeighborWorks® Community Partners affiliates across Rochester and Niagara Falls to serve thousands of individuals and families across Western NY each year in creating homes, building personal wealth through homeownership, and growing a vibrant community around them by helping them to sustain their homes.

As an organization, NCP values Partnership, Diversity, Innovation and Risk-Taking, Sustainability and Integrity. If these values align with your own and the thought of working in a team environment to deliver superior quality customer service appeals to you, we are interested in hearing from you!

## **ABOUT THE POSITION**

NeighborWorks® Community Partners Buffalo needs a self-starting, tech savvy HUD Certified Homeownership Counselor to work with the Homeownership Team providing education/training to families and or individuals looking to purchase a home. The Homeownership Counselor's primary role will be to provide potential homebuyers and homeownership with financial assessments, development of action plans to increase financial knowledge to reach financial goals and put homebuyers on a path to homeownership and self-sufficiency.

**Duties and Responsibilities: *(include but are not limited to):***

*Screening and Assessment –*

- Serve as Subject Matter Expert after intake procedures have been completed by Customer Journey Specialist; includes reviewing documentation, making follow-up calls and logging them into Salesforce
- Ensure all client files are securely stored and in compliance with current HUD regulations and the Housing National Standards

*Coordination and Client Support –*

- Provide 1:1 financial coaching (action plans, budget development, debt management, review of credit report, emergency savings funds); that promote the client's best interest or choice in their effort towards home ownership
- Monitor client caseload, which includes developing strategies for addressing financial objectives
- Conduct follow-ups via phone, Zoom, and/or email to determine if the client is following their financial goal plan
- Maintain a monthly counseling schedule to ensure appointment availability
- Partner with counselors on orientation classes, homebuyers education workshops, financial Fitness workshops, post-purchase and foreclosure prevention classes, including presentation preparation; *may require one evening per month for 2 hours.*

*Compliance & Reporting –*

- Follow and enforce National Industry Standards for Homeownership Education and Counseling National Industry Code of Ethics and Conduct for Homeownership Professionals
- Provide counseling numbers on a monthly basis
- Collect closing disclosures, prequalification letters from clients and update various counseling production reports
- Compile and file necessary reports such as HUD 9902

**EDUCATION & EXPERIENCE**

- Minimum of three years of experience in housing counseling and financial coaching services.
- Must hold HUD Certified Housing Counselor certification, OR demonstrated willingness to achieve HUD certification by August 1, 2021.
- Fluency in English a must, with fluency in Spanish a plus
- Strong understanding of home purchase and financing process.
- Understand the default foreclosure process.
  
- Knowledge of statutory and regulatory framework relevant to homeownership, including TILA/RESPA, GLB, Fair Housing and other federal, state, and local rules.

- Operating computer systems and software such as Microsoft Word, Excel, PowerPoint and Outlook a must and knowledge of Salesforce a plus.

*\*Note: This position requires Train the Trainer certification, Homebuyer Education and Financial Capabilities/Financial Fitness/Coaching certifications with ongoing planning recertification every two years.*

## **KEY SKILLS AND ATTRIBUTES**

- **Customer Service** – Works with the NeighborWorks® Community Partners team to provide first class customer support to internal and external stakeholders. Due to the high level of customer interaction that is instrumental to the success of this position, considerable attention will be given to the candidate’s character and temperament.
- **Collaborative** - Is outgoing, personable and passionate about working with people to further the organization’s mission to promote stable, long-term homeownership for residents within the City of Buffalo and Erie County.
- **Industry Knowledge** – Must be knowledgeable in the fields of energy services, construction and lead paint/housing hazards with a commitment to staying current with trends, issues and initiatives relative to all aspects of these areas.
- **Strong Communication** - Is outgoing, personable and passionate about working with people who need help making their home safe and comfortable.
- **Relationship Builder** - Is able to build relationships with potential clients and is comfortable promoting the entire suite of Homeownership services to grow interest and generate leads.
- **Professionalism** - Represents NeighborWorks® Community Partners Buffalo in a manner that will foster and cultivate positive relations with customers, fellow team members and community partners. Is detail-oriented with good follow-up.

## **ADDITIONAL RESPONSIBILITIES**

- Cross-sell NeighborWorks® Community Partners programs to our clients where appropriate
- Represent NeighborWorks® Community Partners in a manner that will foster the best possible relationships with potential customers, tenants, community partners, and other external stakeholders.
- Accomplish all other duties and tasks as assigned or requested.
- Exercise sound judgment, maintains confidentiality, and follows policy and procedures.
- Attend regular departmental and staff meetings.
- Maintain strong working relationships with all NeighborWorks Community Partners regional staff.
- Other tasks that may be required to fulfill the objectives of the agency.

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- **Customer Service** – Works with the NeighborWorks® Community Partners team to provide first class customer support to internal and external stakeholders. Due to the high level of customer interaction that is instrumental to the success of this position, considerable attention will be given to the candidate’s character and temperament.

- **Collaborative** - Is outgoing, personable and passionate about working with people to further the organization's mission.
- **Industry Knowledge** – Must be knowledgeable in field of work with a commitment to staying current with trends, issues and initiatives relative to all aspects of these areas.
- **Strong Communication** - Is outgoing, personable and passionate about working with people.
- **Relationship Builder** - Can build respectful relationships with NCP clients.
- **Professionalism** - Represents NeighborWorks® Community Partners in a manner that will foster and cultivate positive relations with customers, fellow team members and community partners. Is detail-oriented with good follow-up.

NeighborWorks® Community Partners is a growing, dynamic organization that is a leader in the community development field. NeighborWorks® Community Partners believes in developing its employees and supports opportunities for position-appropriate training and education.

#### **WORK ENVIRONMENT**

NCP has offices in Buffalo, Rochester and Niagara Falls, and offers virtual appointments to its clients, so the candidate must be willing and comfortable communicating through video conferencing and telephone. This position also requires the ability to sit for long periods of time, handle multiple tasks, and work effectively with many different individuals and personalities. The right candidate will be comfortable using the tools provided to break down language barriers for customers who do not speak English, which may include a translation service, or staff translator. Must also be able to work successfully with a diverse range of individuals including customers, volunteers, and agency partners. One must be self-motivated, flexible, persistent, organized and very attentive to detail. Reliable transportation is required. **We are an Equal Opportunity Employer. Resumes will be accepted until the position is filled.**

**If you wish to apply, please submit a Cover letter and resume to:**  
[aeastlack@nwcommunitypartners.org](mailto:aeastlack@nwcommunitypartners.org). No phone calls please.