

JOB DESCRIPTION

YOUR JOB TITLE: HOMEOWNER SERVICES MANAGER

WAGE AND HOUR JOB TYPE: FULL-TIME/EXEMPT

PROGRAM: HOMEOWNER SERVICES

We have an immediate need for a Homeowner Services Manager.

ABOUT HABITAT FOR HUMANITY TUCSON:

Our Mission: Creating a more compassionate and just world, Habitat for Humanity Tucson brings people together to build homes, communities, and hope.

MAIN DUTIES/RESPONSIBILITIES.

The Homeowner Services Manager is responsible for ensuring a successful transition to homeownership for Habitat for Humanity homebuyers. With the assistance of volunteer committees, the Homeowner Services Manager will direct key aspects of the homeownership program, including homeowner selection, homeowner support, homebuyer education, mortgage origination and servicing, and delinquency management. The Homeowner Services Manager will also oversee compliance with federal lending laws and regulation related to mortgage lending.

Job Duties Include:

- Communicate with people of all levels and backgrounds.
- Develop and maintain positive, collaborative functional relationship with staff, homeowners, and volunteers.
- Supervise support department staff and volunteers in achieving professional development and mission-specific goals.
- Oversee the Family Selection and Family Partnership Committees.
- Provide culturally sensitive services to potential applicants and homeowners.
- Manage all aspects of homeowner selection process in compliance with Fair Housing, Equal Credit Act, and other relevant laws.
- Oversee homeowner selection marketing and outreach, facilitate orientations, process applications and manage correspondence with prospective applicants.
- Coordinate with community partner organizations, local employers and other relevant entities in conjunction with homeowner selection marketing and outreach activities.
- Manage mortgage loan origination in compliance with all relevant legislation: provide homebuyers with appropriate disclosures per federally mandated timelines; generate and review loan documents and coordinate with title agent to finalize Habitat real estate transactions.

- Oversee mortgage servicing in compliance with all relevant legislation: correspondence with homeowners, escrow accounts and analysis, payoff balance requests, and accurate credit reporting.
- Stay current on regulatory compliance with mortgage laws by participating in training and networking opportunities with other mortgage lending professionals.
- Collaborate with staff and committees to develop, implement and update Policy and Procedures for homeownership program that supports sustainability, equitable treatment of HFHT applicants and homeowners, as well as regulatory compliance.
- Provide required monthly, quarterly and annual reports regarding mortgage delinquency, family selection.
- Other duties as assigned by management.

YOU ARE:

Education & Experience:

Qualified Loan Originator Certification.

Bachelor's degree with five years' experience with mortgage lending or equivalent.

Knowledge of real estate documentation transactions including foreclosure.

Knowledge of residential mortgage underwriting criteria.

Experience working in a non-profit environment, preferred.

5 years' management experience

Habitat for Humanity Tucson is a licensed contractor in the state of Arizona.

Habitat for Humanity Tucson is an Equal Housing Opportunity provider. We do not discriminate on the basis of race, sex, color, age, disability, religion, marital or family status, sexual orientation, gender identity, or because all or part of an applicant's income is derived from public assistance programs.

Habitat For Humanity Tucson (HFHT), an Arizona nonprofit corporation

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