



We build strength, stability, self-reliance *and* shelter.

## **Job Description**

### **Homeowner Services Project Coordinator**

### **Habitat for Humanity, Orange County, NC**

#### **Organization**

Habitat for Humanity of Orange County is solid like the houses it builds. With integrity, creativity, and a clear and powerful belief that “everyone in Orange County deserves a decent place to live,” it is continually adapting to meet a need for more affordable housing. It is seeking a Homeowner Services Project Coordinator with a passion for its work and an entrepreneurial spirit.

Since 1984, Habitat has built over 300 homes in Orange County and funded the construction of another 183 homes overseas. The need for more affordable housing options has never been greater. The average home in Orange County now costs more than \$450,000, rent for a two-bedroom apartment, if you can find one, is \$1,100 or more per month, and the availability of federally-supported Section 8 housing is in rapid decline. The lack of affordable land close to the county’s largest employers, UNC and the medical center, is an ongoing challenge.

The Habitat model of sweat equity and affordable mortgages has been social enterprise in action before the term became popular, and the model still works. Habitat has expanded beyond the model to serve more families with its innovative Home Preservation program which has helped to keep families in their own homes with repair and rehabilitation services. Over the past 38 years, we’ve seen that stable housing in a thriving community creates promise and possibility for families. Weavers Grove is our bold vision to make this a reality for 237 families in Chapel Hill for years to come. Of these homes, 101 will be Habitat homes and the remainder will be built as “missing middle” market rate housing. This will set a new precedent for mixed income living in Orange County and across the nation. The Chapel Hill Town Council unanimously approved the Conditional Zoning in June 2020. Since then, Habitat received the Zoning Compliance Permit and has been busy preparing for construction. Site development and clearing began in the fall of 2021 and will continue for 15-18 months.

Orange Habitat is an affiliate of Habitat for Humanity International, an ecumenical Christian organization that excels at attracting people of all faiths and the secular community to work together. Collaboration and inclusion permeate Habitat’s culture and are key ingredients in its success. Habitat is known locally for its collaborations with student groups and the medical center at the University of North Carolina at Chapel Hill and for its very successful Women Build program. The Durham, Orange, and Wake Habitat affiliates combine to operate local ReStores and use the profits to build more homes.

Today, Habitat employs 25 people and is overseen by a 16-member Board of Directors. Its 12-member Advisory Board serves as ambassadors for the organization but does not have a governing role. Over the years, more than 2,000 volunteers have played an active role in its success. The organization has a fiscal year 2021-22 operating budget of \$4,204,033 with earned income from mortgage-related income and proceeds from the ReStore are projected to be \$1,754,900 (42%); contributions from individuals, corporations, foundations and the faith-based community projected to be \$1,485,000 (35%); and government and restricted grants is projected at \$964,133 (23%). In addition, the organization has a FY22 capital projects budget of over \$6m, mostly related to the future Weavers Grove community. Habitat is a well-run, respected organization with a hard-working Board of Directors and a dedicated staff.

## **Candidate Description**

The Homeowner Services team's purpose is to provide support to everyone who participates in our program including pre, during and post purchase families. At the core of our work, we provide education for our homebuyers and advocate for them throughout our community.

Homeowner Services is looking for a team mate who leads with compassion while being mindful to care for themselves as they continue their career in non-profit work. The members of the Homeowner Services team are bold and strategic, working to make an impact on their community.

This is a full-time exempt position, averaging 40 hours per week.

## **Specific Responsibilities**

### *Home Preservation/Home Repair*

- Conduct targeted outreach to identify potential Home Preservation applicants
- Process applications including but not limited to, contacting applicants, calculating applicants' income, determining eligibility, referring non-qualifying applicants to other repair programs, and monitoring collection of payments from clients
- Work closely with Development and Construction teams to oversee over \$150,000 program budget comprised of multiple local, state, federal, and corporate funding sources and apply for grants to increase funding
- Lead bi-weekly Home Preservation Work Group meeting to track and monitor repair projects
- Maintain Habitat's role in the Orange County Home Preservation Coalition, including attending monthly meetings, updating the Coalition's shared database, and supporting goals of the collaborative
- Lead program evaluation, including conducting surveys, managing program data, and reviewing best practices to ensure program is continuously improving
- Coordinate home preservation projects
- Maintain Habitat's Home Preservation database

### *Homeowners Association (HOA) Support*

- Work with Homeowner Support Specialist to align HOA development into a wider community development strategy
- Assist Lending Manager and VP of Homeowner Services with departmental goals as needed
- Oversee special departmental projects
- Support Habitat HOA directors
- Conduct training for new homeowners
- Develop HOA documents for new Habitat developments
- Help transition HOAs to Habitat homeowners when development is completed
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## **Qualifications and Requirements**

- Bachelor's Degree or equivalent education and/or experience
- Minimum two years community organizing, community development and/or affordable housing experience
- Thorough knowledge with Microsoft Office
- Grant writing experience preferred

- Exceptional written and verbal communication skills
- Proven organizational skills including the ability to manage multiple tasks and projects simultaneously
- HOA management experience preferred
- Knowledge and experience with AirTable and/or Salesforce programs preferred.
- Database management experience
- Available for occasional work events on weekends and evenings.
- Bilingual a plus

**\*All new applicants/employees requesting employment must be COVID-19 vaccinated to apply or to become an employee of Habitat for Humanity of Orange County, NC.\***

**Compensation:** Commensurate with experience and abilities and reflective of salary levels in nonprofit organizations. Benefits package includes holidays and paid time off, health insurance, 401k, and long and short-term disability insurance.

**Salary Range:** \$35,000-\$52,500

**To apply:** In one document please submit a cover letter, resume via email to [careers@orangehabitat.org](mailto:careers@orangehabitat.org).

Credit and criminal and driving record checks will be conducted before a final offer is made. Three references will be required for finalists.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

***Habitat for Humanity of Orange County, NC is an Equal Opportunity Employer***

Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, physical or mental disability, genetic information or any other category protected by applicable federal, state or local laws.

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