



NeighborWorks® Northeastern Pennsylvania

HomeOwnership Assistant

STATUS: Exempt
REPORTS TO: Director of HomeOwnership Services

POSITION SUMMARY

The Homeownership Assistant is a full-time position responsible for supporting clients to access HUD Certified Housing Counseling services. The Homeownership Assistant will help clients to access NeighborWorks Northeastern Pennsylvania's (NWNPA) various services by determining their needs, processing intake and personal documentation, and connecting them with Housing Counselors for effective service delivery. The Homeownership Assistant will act as a first point of contact for clients interested in purchasing homes and will provide administrative support to Homeownership Center staff and clients. Strong candidates will have excellent communication skills and will possess the qualities needed to create a positive first impression of our organization and our mission.

PRIMARY RESPONSIBILITIES

Client Intake:

- Triage new client inquiries from incoming calls, emails, and walk-ins to assess eligibility for services
- Obtain pertinent information from new clients by interviewing them courteously and professionally and asking them to complete necessary forms
- Send, monitor, receive, and review intake forms for clients to receive services
- Work with eligible clients to gather necessary forms and documentation from them for services
- Perform individualized intake appointments when necessary for client to access services
- Assign and schedule new clients to Counselors for services
- Enter documentation and client data into electronic Client Management System (CMS)
- Monitor and manage online education portal
- Assist with the coordination, registration, and delivery of events and group education workshops
- Refer callers, when necessary, to other organizations/agencies for additional services
- Respect client's dignity and confidentiality at all times

Administrative Support:

- Work in a positive, fast-paced team environment with NWNPA program and staff
- Assist ongoing with client scheduling and follow up documentation
- Maintain and update files
- Assist with quality control and reporting through retrieving and tracking pertinent information
- Implement and maintain computer-based data management systems including electronic filing, forms, scheduling, and client management system. Ability to implement and maintain computer software programs such as electronic files, forms, and scheduling
- Participate in staff meetings, trainings and other key meetings as assigned
- Function as a contact and resource for external professional partners

EDUCATION & EXPERIENCE

High School Diploma required. Demonstrated customer service experience is preferred.

JOB REQUIREMENTS / SKILLS

1. Strong candidates will possess positivity, energy, curiosity, and a desire to serve the public
2. Excellent communication and customer service skills, bi-lingual preferred but not required
3. Ability to maintain professional relationships with partners
4. High level of diplomacy, unquestionable integrity, and the demonstrated ability to handle confidentially with sensitive situations and information
5. Proficiency in data entry and experience with Client Management Systems
6. Strong organizational skills with the ability to multi-task
7. Excellent time management skills with a focus on deadlines and prioritization of workduties
8. Proficient in Microsoft Office Suite (Word, Excel and PowerPoint) and internet navigation.
9. Monday – Friday, occasional evenings and weekends
10. Embrace NWNepa's mission, core values, and culture of service.
11. Some occasional travel expected

OTHER DETAILS

- NWNepa is an equal opportunity employer
- Salary is commensurate with experience. Compensation package also includes health care plan, 401(k) match, paid time off, and paid holidays
- NWNepa operates a team-oriented, flexible work environment
- Training and professional development opportunities available
- Public Service Student Loan Forgiveness eligible employer

Interested candidates can send a cover letter and resume via email to:

Jenna Peterson
NeighborWorks Northeastern
Pennsylvania jpeterson@nwnepa.org