



# Fremont Area Habitat for Humanity Job Description

**Job Title:** Program Manager

**Location:** Fremont, Nebraska

**Department:** Management

**Reports to:** Executive Director

**Hours:** Tuesday-Saturday, generally 8:00 am – 5:00 pm. If no Saturday work is scheduled, days worked may be Monday-Friday (8-5). Occasional, additional time may be required to accomplish deadlines, accommodate volunteers and donors, including evenings, or as requested by supervisor.

**Payroll Class:** Salary/Exempt. \$36,000-\$40,000 DOE; Full-time

**Benefits:** PTO, holidays, insurance stipend, retirement account match and HSA account available.

## Job Summary

Managing Fremont Area Habitat for Humanity's homeownership program, including selection, support, education, mortgage origination, and delinquency management with a goal of a successful transition to homeownership for our partner families. Working closely with Family Support and Family Selection Committees. Developing and managing the Home Repair Program. Oversight of compliance with federal lending laws and regulations related to mortgage lending. Working closely with the Construction Site Supervisor and the HomeStore Manager to recruit, oversee, train and support all volunteers for the affiliate, including volunteers for construction, repair program, HomeStore, office, hospitality and events.

## Essential Duties

- Commitment to the Habitat mission and share a passion to influence others to share our vision; ability to work with people of all races, faiths and backgrounds is a must.
- Coordinates and oversees the homeowner recruitment process. Completes homeowner orientations and oversees the application process. Works with the Family Selection Committee to review, document and complete the selection process. Monitors compliance with housing and lending laws.
- Responsible for completing loan origination and closing accurately and in compliance with all lending laws. Works closely with partner families to ensure they complete sweat equity and are fully prepared for homeownership.
- Supports homeowners throughout homeownership. Develops educational programs and training for partner families. Works closely with Family Support Committee. Manages delinquencies, including collection follow-up calls, home visits and financial reassessment, up to and including foreclosure. Implements and maintains case management program for financial counseling. Documents contacts and maintains databases.
- Develops relationships with community, faith-based and social organizations to support homeowners, and to develop volunteer base.
- Documents family related information to support grant reporting requirements. Provides monthly reports and maintains Qualified Loan Originator status.
- Responsible for continued development and execution of Home Repair program, including processing applications and working with selected persons during the repair process. Includes loan closing, servicing of loans and follow up with repair clients.
- Recruits volunteers for all areas of need, working closely with Habitat team; trains volunteers, and is responsible for volunteer appreciation. Makes sure sufficient volunteers are scheduled. Develops and leads volunteer orientations. Responsible for hospitality scheduling – coffee break and lunch volunteers.
- Works on construction sites and in HomeStore to supervise and support volunteers and homeowners. This position does require work on Saturdays and being on the build site.

- Accountable for ensuring that all volunteers are up to date on liability waivers, safety training, interest, and skill tracking. Responsible for volunteer database upkeep and use and tracking of all volunteer hours.
- Assist with HomeStore on Fridays and Saturdays, coordinating volunteers, assisting with pickups and deliveries (may include driving box truck), filling in as needed.
- Will serve as the affiliate Veteran Coordinator.
- Perform all functions according to established policies, procedures, regulatory and accreditation requirements, as well as applicable professional standards. Provides all customers and volunteers of Habitat for Humanity with an exceptional service experience by consistently demonstrating our core values.
- Other duties as assigned.

#### **Knowledge, Skills and Abilities**

- Must possess proficient technology skills, including Microsoft Office, email, and internet; willingness to learn new software programs.
- Quality customer service, time management, leadership and team skills.
- Ability to take initiative on tasks, anticipates and sets priorities, and meets deadlines.
- Ability to keep highly sensitive personal and financial information confidential.
- Public speaking skills.
- Self-motivated, able to work independently with minimal supervision.
- Ability to delegate work and instruct others.
- Must be detail-oriented and possess the ability to manage many tasks at once.
- Bilingual in Spanish preferred.

#### **Education**

- Bachelor's degree or equivalent in work experience in related field preferred. Knowledge of affordable housing and/or social services issues and concerns is expected.
- Must become certified as a Qualified Loan Originator within three months of employment (includes consenting to criminal background and credit checks); complete ongoing annual training to maintain QLO certification.
- Must complete Competent Person Safety Training within 3 months.
- Valid Drivers' License without violations.

#### **Physical Requirements**

- A portion of the time will be spent sitting, answering, and making phone calls, compiling information, writing, and working at a computer.
- Some physical exertion is required with occasional lifting. Requires ability to work with volunteers on the build site and in the HomeStore.
- Work involves frequent onsite visits to project location(s)

#### **Other Information**

This job description in no way should be construed as a contract for employment. The above job duties comprise the core responsibilities of the Program Manager, but it is not intended to be an exhaustive list. These duties may be subject to change at any time due to reasonable accommodation or other reasons. Nothing in this job description restricts the Board's right to assign or reassign duties and responsibilities to this job at any time.

*Fremont Area Habitat for Humanity is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.*



Employment Application

Applicant Information

Full Name: Last First M.I. Date:

Address: Street Address Apartment/Unit #

City State ZIP Code

Phone: Email

Date Available: Social Security No.: Desired Salary:\$

Position Applied for:

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when?

Have you ever been convicted of a felony? YES NO

If yes, explain:

Education

High School: Address:

From: To: Did you graduate? YES NO Diploma:

College: Address:

From: To: Did you graduate? YES NO Degree:

Other: Address:

From: To: Did you graduate? YES NO Degree:

References

Please list three professional references.

Full Name: Relationship:

Company: Phone:

Address:

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Company: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Company: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_

**Previous Employment**

Company: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Starting Salary:\$ \_\_\_\_\_ Ending Salary:\$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference? YES NO

Company: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Starting Salary:\$ \_\_\_\_\_ Ending Salary:\$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference? YES NO

Company: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Starting Salary:\$ \_\_\_\_\_ Ending Salary:\$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference? YES NO

**Military Service**

Branch: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Rank at Discharge: \_\_\_\_\_ Type of Discharge: \_\_\_\_\_

If other than honorable, explain: \_\_\_\_\_

**Disclaimer and Signature**

*I certify that my answers are true and complete to the best of my knowledge.*

*If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.*

*I also understand that a background check may be completed on me as well as a credit check and a check on the Sex Offender Registry.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_