

Lancaster Lebanon Habitat for Humanity

Title: Family Services Coordinator
Reports To: Family Services Manager
Location: In person – Program Offices
Status: Full-time, non-exempt - TEMPORARY
Pay range: \$15-\$17/hour

Family Services Coordinator

The incumbent in this special year-long position will supplement the core of Habitat for Humanity's first-time homebuyer program by assisting in the multi-faceted relationships with Habitat homebuyers and maintaining the integrity of general operations.

Primary Responsibilities:

I. Family Services

- a. Coordinate the submission and organization of all required application documents alongside the applicants, as well as requests for follow-up documentation using Notice of Incompleteness (NOI) templates (Note, only a Qualified Loan Originator (QLO) can sign the document).
- b. Maintain applicant hardcopy paper files, as well as service files in HomeKeeper online system – record any communication, document submission, new contact information details, etc.
- c. Save, print, and mail credit reports (Note, only QLO can generate the credit report).
- d. Complete all verification of rent and employment forms by connecting with applicable landlords and employers and coordinating the document submission.
- e. Create, print, and mail Adverse Action letters (Note, only QLO can sign the document).
- f. Manage and track homebuyer's compliance with program requirements, including completion of sweat equity, counseling and financial training, debt resolution, and workshops to ensure they are on to track to complete these requirements before the completion of the construction of their future Habitat home.
- g. Plan, market, and conduct homebuyer/owner education workshops, including recruiting and scheduling appropriate subject matter experts.
- h. Track, record, and notify homebuyers of monthly sweat-equity updates and monthly e-newsletter.
- i. Create and send via mail quarterly newsletter to homeowners containing timely/seasonal information about homeownership, maintenance, etc.
- j. Maintain homebuyer & homeowner files in HomeKeeper system – record any communication, new family details, delinquency management, payoff information, etc. Maintain HomeKeeper system to ensure data accuracy and integrity.

- k. Attend and help facilitate Family Services committee meetings, including coordinating meeting times and reminders, preparing monthly summaries on homebuyer family progress, and taking and distributing meeting minutes.
- l. Respond to all inquiries (via phone, email, walk-in, etc.) regarding application status.

II. Administrative Tasks

- a. Open and distribute mail as necessary.
- b. Distribute all voicemails received at reception desk phone (via email)
- c. Maintain updated phone list and organizational chart on behalf of the team.
- d. Punctually attend, and participate in, all internal and external meetings, appointments, office hours and events.
- e. Perform additional tasks as assigned.

Please send cover letter and resume to jobs@lhfh.org

Lancaster Lebanon Habitat for Humanity is a nonprofit that builds, rehabs, and repairs homes in partnership with low-to-moderate-income families. Its vision is a world in which everyone has a decent place to call home.

Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin or disability.

Effective: May 22, 2023