



## Homeowner Services Program Manager

Your time, talent and passion can help our Palouse neighbors secure a safe, affordable home.

### Position Summary

Join this growing program serving the housing needs of our neighbors around the Palouse. This individual will lead Palouse Habitat for Humanity's (Palouse HFH) Homeowner Services Program for both new home construction and home repair. They will work with Habitat homeowners from application through completion of the housing project to ensure Habitat homeowners meet their partnership requirements and Palouse HFH's compliance with requirements of fair housing law, grants and housing programs. They will work with the marketing team to design campaigns to attract new applicants and create an outreach program to provide homeowner support post-project. Working alongside the Executive Director, Development Director, Construction Manager, Home Repair Supervisor, and the Volunteer Coordinator, this individual will serve as a member of the Palouse HFH leadership team to help guide the organization.

### Duties and Responsibilities:

Manage the Palouse HFH Homeowner Services Program, supporting both new home construction and home repair services.

1. Support and coach homeowner applicants as they move through the program:
  - a. Receive and review applications to ensure they meet Habitat program criteria.
  - b. Schedule and support progress meetings, closings, etc.
  - c. Ensure applicants complete homeowner education. Facilitate financial counseling if indicated.
  - d. Communicate ownership requirements clearly, including HOA and CC&Rs.
  - e. Provide homeowners and applicants with opportunities to engage with the Palouse HFH mission, including events, dedications, volunteer gatherings, fundraisers, etc.
  - f. Coordinate with the construction team to ensure homeowners complete requirements on time for project completion and keep homeowners informed and engaged through the build process.
  - g. Monitor and address homeowner concerns promptly and appropriately.
2. Maintain database and records accurately and completely.
3. Ensure Palouse HFH homeownership program is compliant with federal fair housing laws, HFHI and Palouse HFH policies and protocols.
4. Identify and build relationships with third-party lenders able to offer mortgage options for Habitat homeowners.
5. Identify and help secure downpayment and other assistance programs.

6. Work with the development team to design and implement a marketing campaign to ensure an adequate number of applicants for Palouse HFH homebuilding schedule and promote a successful fundraising program to provide adequate funds to provide program support.
7. Coordinate with Development Director for homeownership milestone celebrations, such as home dedications, ground breakings and wall raisings.
8. Develop and implement a homeowner network to foster connection and support for existing Habitat homeowners.
9. Oversee volunteers supporting the Homeowner Services Program.
10. Maintain required national and state-level certifications, including HFHI's Qualified Loan Originator.

#### Administrative Duties

1. Provide regular program updates to fellow staff and the board of directors.
2. Maintain accurate records and fulfill reporting requirements of support programs associated with each homeowner.
3. Contribute to organizational growth and stability. Assist with strategic planning, updating policies and protocols and budgeting. Monitor program spending and manage resources responsibly.

#### Required Skills and Characteristics:

1. A heart for mission-oriented work.
2. Demonstrated ability to treat very low- to moderate-income program applicants and participants with respect and dignity.
3. A minimum of three years in the lending or banking field, or similar experience. Knowledgeable with mortgage lending, fair lending, real estate and bankruptcy laws.
4. High standards of personal and professional integrity and accountability.
5. Excellent communication and customer service skills.
6. Strong written and verbal communication skills. Comfortable with using phone, video conferencing, email, texting and social media.
7. Able to show history of effective and appropriate instruction, facilitation, coordination, process administration, and report completion skills.
8. Able to plan, prioritize, and complete tasks on schedule. Excellent time management skills.
9. Able to work independently or collaboratively as part of a team.
10. Proficient with software, including databases (SmartSheets, LittleGreenLight, etc), and Microsoft Office 365 Online Suite.
11. Flexibility to work some evenings and weekends.
12. Physically able to work in an office environment, including desk work, using a computer and phones, and occasionally lift office or presentation materials up to 50 lbs.
13. Valid driver's license and able to drive distances of up to several hours.
14. Pass a background and credit check.
15. An associates degree or higher in a related field.

#### Preferred Qualifications

1. Familiar with nonprofit organizations or similar mission-related work.
2. Experience working with very low- to moderate-income individuals.

**Position**

1. \$28 - \$32/hour DOE
2. FLSA Status: Non-exempt
3. Employment Status: 30-40 hours per week
4. Work Schedule: primarily M-F 9-5:00, but with flexibility to work weekends and evenings as needed.
5. Location: primarily at the Palouse HFH Office, 306 N. Main Street, Moscow Idaho; some events and activities will be at other locations around the Palouse.
6. Reports to: Executive Director. Works collaboratively with other staff including Construction Manager and construction team, Volunteer Coordinator, Marketing Coordinator and Development Director.
7. Benefits include health insurance, retirement, and paid vacation.
8. Certifications & Training: Palouse HFH will pay for HFHI Qualified Loan Originator certifications (federal and state) and will support professional development as budget permits.
9. Open until filled

To apply, submit a resume and cover letter to: Jennifer Wallace at [director@palousehabitat.org](mailto:director@palousehabitat.org)

**Palouse Habitat for Humanity**

**Vision:** A world where everyone has a decent place to live.

**Mission:** Putting God’s love into action, Habitat for Humanity brings people together to build homes, communities, and hope.

**Core Values:** Welcome to Palouse Habitat for Humanity! You can count on us to help bring the Palouse community together to meet our neighbors’ housing needs with integrity, compassion, sustainability, and professionalism.

*Palouse 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. Accommodation will be made for employees requiring them.*

*Palouse Habitat for Humanity is a drug-free workplace.*

Updated 3.23.26 JW