



Community Outreach Coordinator
Homeownership
Reports to Homeownership Director
FLSA Status: Exempt
Full-Time

2018
Job
Description

POSITION OVERVIEW

The Community Outreach Coordinator will engage communities where Greater Indy Habitat for Humanity is providing homeownership and/or owner-occupied repair opportunities. The position will communicate the opportunities, recruit applicants, and support the homebuyers and homeowners throughout the application process. The process includes but is not limited to: cultivating, coaching, and communicating the application details. The Community Outreach Coordinator will cultivate and maintain strong neighborhood relationships with key stakeholders, such as neighborhood associations and other community-based organizations, or partners working on behalf of neighborhood revitalization efforts.

PRIMARY RESPONSIBILITIES¹

- Recruit and prequalify prospective applicants
- Provide information to those interested in the program for homeownership and owner-occupied repairs
- Keep detailed records of the application process of prospective homebuyers and owner-occupied repair households
- Organize and execute recruiting events for homeownership and home repairs
- Attend neighborhood meetings to foster community relationships and represent Greater Indy Habitat for Humanity
- Create and implement annual community outreach work plan with goals and specific strategies for increasing neighborhood support, engaging community leaders, stakeholders and residents, while tracking progress
- Identify emerging needs and issues that impact housing, economic independence, or community vitality; propose appropriate responses, including new programs or outreach efforts for Habitat to respond to these emerging neighborhood and household needs
- Inform and educate Habitat homebuyers to the neighborhood assets through classes or informational material
- Assist Homeownership team with education classes; including preparation, teaching, and locating speakers

KNOWLEDGE, SKILLS & ABILITIES²

- Hold a high level knowledge of area resources (such as nonprofits and government agencies)
- Flexibility of schedule, since this position requires some night and weekend hours
- Knowledge of mortgage process and compliance regulations
- Ability to safely and legally operate a vehicle
- Strong interpersonal and customer service skills

¹ This is a listing of all the primary duties that the employee will perform regularly; therefore this list is not all inclusive and other duties can and will be assigned by the supervisor.

² Including but not limited to the following. These are necessary abilities to perform the primary responsibilities listed above.



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- Excellent verbal and written communication
- Ability to work on multiple tasks simultaneously with a strength in organization

EDUCATION, EXPERIENCE, & CREDENTIALS

- Bachelor's degree in related field
- Experience in community development and/or neighborhood engagement a plus
- Experience in customer service a plus
- Fluency in Spanish language is preferred

PHYSICAL REQUIREMENT TO PERFORM THIS JOB ³

- Utilize the telephone and communicate with others, inside and out of the office environment
- Ability to be sedentary for extended periods of time
- Manual dexterity and visual acuity for computer keyboarding, office equipment use, and detailed reports and information

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

³ These are abilities the employee would need in order to perform the essential functions of the job with or without reasonable accommodations.