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## POSITION OVERVIEW

The Application Coordinator will identify and qualify applicants and support the partner families in the program in multiple ways including but not limited to: communication, counseling, and coaching. The Application Coordinator will be responsible for ensuring the families turn in all information and criteria to evaluate readiness for the program requirements.

## ESSENTIAL FUNCTIONS<sup>1</sup>

- Qualify prospective applicants and guide applicants through the approval process.
- Manage verification of all application data, to include but not limited to: credit, financial, rental, tax, income, family, background, etc.
- Reviews files for missing and erroneous information and communicates accordingly with applicants.
- Remain aware of and track a large number of application deadlines and inform customers about them.
- Collaborate closely with underwriter to gain qualified approvals.
- Coordinate home visits as the last step in approval process.
- Use data to identify prospects and leads in database and coordinate email and SMS communication that encourages them to apply.
- Keep detailed records of the application process of prospective homebuyers while adhering to all compliance policies.
- Track Internal Statistics
- Set, track and report on quarterly goals related to recruitment and completed applications in collaboration with VP of Homeownership & Mortgages Services and Underwriter.
- Work with VP of Homeownership & Mortgages Services to comply with all state and federal laws.
- Assist Homeownership team with homeowner recruiting events as needed.
- Stay abreast of all mortgage compliance guidelines.
- Maintain in good standing with continuing education requirements.
- Other duties as assigned.

## KNOWLEDGE, SKILLS & ABILITIES<sup>2</sup> -

- Hold a high level of knowledge in mortgage lending and compliance. Ability to comply with federal, state, and Habitat laws and guidelines regarding mortgages and closings.
- Flexibility of schedule, this position could require night and weekend hours.
- Proficiency in computers, copiers, multi-line phone system and other basic office equipment

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<sup>1</sup> 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.

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



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

2024/2025  
Job  
Description

- Demonstrates a commitment to the ministry of Habitat for Humanity
- Excellent verbal and written communication
- Demonstrated customer service skills.
- Goal, detail, and deadline oriented
- Ability to perform multiple tasks simultaneously.
- Prior experience with Salesforce a plus.

### EDUCATION, EXPERIENCE, & CREDENTIALS

- College Degree is preferred.
- Three to five years of industry related experience
- Fluency in Spanish language is preferred.

### PHYSICAL REQUIREMENT TO PERFORM THIS JOB <sup>3</sup>

- 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.

### ACCOUNTABILITY POINTS

- Targeted prospecting from database
- Program Inquiry
- Applications/Documents
- Community Outreach
- Neighborhood Mailers-Information Sessions/Building Activity

Employee Signature: \_\_\_\_\_

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

Supervisor Signature: \_\_\_\_\_

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

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