



Road to Readiness/HUD Coordinator
Homeownership
Reports to VP Homeownership & Mortgage
Services
FLSA Status: Exempt
Full-Time

2025 Job Description

POSITION OVERVIEW

The Road to Readiness/HUD Coordinator will focus on program inquiries, recruiting and educating about the program. This position will also work one on one with applicants not yet ready for our program; to help them overcome their obstacles and prepare for homeownership.

ESSENTIAL FUNCTIONS¹

- Serve as the primary point of contact for all inquiries, including but not limited to email, voicemail, in-person visits, walk-ins, and follow-up on recently declined applications.
- Oversee program to offer HUD certified counseling to non-qualified applicants in order to prepare them for Habitat University.
- Work with Vice President of Homeownership and Mortgage Services on Education and Resource Initiatives.
- 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.
- Manage databases of all incoming inquiries and pipeline statuses
- Track internal statistics
- Work with Vice President of Homeownership and Mortgage Services on complying with all state and federal laws
- Cultivate relationships with Neighborhood Organization Groups and Community Partners
- Other duties as assigned

KNOWLEDGE, SKILLS & ABILITIES² -

- Flexibility of schedule, since this position requires some night and weekend hours
- Knowledgeable about and ability to comply with federal, state, and Habitat laws and guidelines regarding mortgages
- Excellent verbal, analytical and written communication
- Demonstrated customer service skills
- Detail and deadline oriented
- Ability to perform multiple tasks simultaneously
- Proficiency of Microsoft Suite Products
- Ability to lift up to 25lbs.
- Maturity and good judgment in relation to working with homebuyers, volunteers, and other constituents.

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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- Demonstrated ability to solve problems and think strategically.
- Ability to perform multiple tasks simultaneously
- Ability to work independently as well as in a team structure
- Ability to work under pressure and meet deadlines

EDUCATION, EXPERIENCE, & CREDENTIALS

Credit experience required.
Mortgage experience required.
College degree required.
HUD Certification a plus
Experience working in Salesforce a plus
Database Management a plus

PHYSICAL REQUIREMENT TO PERFORM THIS JOB ³

- Utilize the telephone, computer and communicate with others

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.