



Partnership Coordinator  
Homeownership  
Reports to Program Manager  
FLSA Status: Exempt  
Full-Time

2026  
Job  
Description

## POSITION OVERVIEW

The **Partnership Coordinator** is responsible for supporting applicants and approved homebuyers throughout their entire journey—from application and readiness preparation through partnership requirements and the closing of their home. This role offers one-on-one support, HUD-certified counseling, guidance on readiness steps, and coordination of all program components such as partnership hours, education requirements, documentation, and communication with Construction and Development teams.

This position supports **low- to moderate-income, first-time homebuyers** who often face credit challenges, limited savings, and complex financial barriers, by developing individualized readiness plans, guiding clients through financial improvement milestones, ensures regulatory compliance, and maintains accurate data tracking to support successful participation in Habitat’s Homeownership Program.

The Partnership Coordinator reports to the Program Manager

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## ESSENTIAL FUNCTIONS

*(Primary duties—additional responsibilities may be assigned.)*

### Client Counseling & Readiness Support

- Deliver **HUD-certified homebuyer readiness counseling** to applicants, focusing on budgeting, credit improvement, debt management, savings strategies, and mortgage literacy.
- Assess each applicant’s financial position and develop a written **Homebuyer Readiness Action Plan** with clear steps, timelines, and target milestones.
- Support clients while participating in **Habitat University** and long-term financial success.
- Maintain a supportive, culturally responsive, and solutions-focused approach for clients who may need significant financial guidance.

### Program & Compliance Support

- Collaborate with the Program Manager on **homeownership education**, resource development, and compliance with, **state, federal, and Habitat policies**, including mortgage-related regulations.
- Ensure adherence to HUD counseling standards and policies, documentation requirements, and organizational procedures.



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- Support planning and facilitation of workshops, classes, and evening/weekend events as needed.
- Maintain knowledge of funding program guidelines; compile and submit required documentation by established deadlines.
- Maintain regular communication with partner families to review approval status, explain the build/rehab process, and collect documentation required for closing, down payment assistance, grants, CDCs, and other funding sources.
- Monitor and track each partner family's partnership hours, ensuring all program requirements are completed on schedule.
- Support homebuyers with property-specific decisions, including color selections and other construction-related choices.
- Share and review build calendars with each homebuyer; coordinate build days for their home, rehab projects, and panel builds as needed.

### Data, Reporting & Pipeline Management

- Maintain and update databases for all applicant statuses, ensuring accurate and timely documentation.
- Track key internal statistics such as pipeline progress, applicant outcomes, and readiness conversion metrics.
- Utilize CRM tools (e.g., Salesforce) to manage caseload, document client interactions, and support program reporting.

### Team Collaboration & Additional Duties

- Work both independently and collaboratively within a team setting.
- Demonstrate strong judgment and professionalism when working with homebuyers, volunteers, and community partners and various other constituents.
- Serve as a liaison between the homebuyer, Construction, and Development teams to coordinate requests and ensure timely information-sharing.
- Perform other duties as assigned by the Program Manager.

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### KNOWLEDGE, SKILLS & ABILITIES

- Ability to work a flexible schedule, including **night and weekend hours**.
- Strong working knowledge of federal, state, and Habitat guidelines related to **mortgages and first time homeownership programs**.
- Exceptional verbal, written, and analytical communication skills.



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- High level of customer service and empathy, particularly with financially vulnerable populations.
- Detail- and deadline-oriented; able to manage multiple tasks simultaneously.
- Proficiency with Microsoft Office Suite; experience with **Salesforce** and database management a plus.
- Strong understanding of federal, state, and Habitat policies related to mortgages, closings, and homeownership programs.
- Maturity, sound judgment, problem-solving ability, and strategic thinking.
- Ability to work under pressure while maintaining accuracy and professionalism.
- Ability to lift up to **25 lbs** to support events or workshops.
- Ability to safely and legally operate a motor vehicle.
- **Spanish fluency required.**

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#### EDUCATION, EXPERIENCE, & CREDENTIALS

- Bachelor's degree preferred.
- **Three to five years of industry-related experience**, preferably in homeownership counseling, mortgage lending, credit counseling, or similar fields.
- Credit and mortgage experience **required**.
- **NMLS license** strongly preferred; if not licensed, must obtain within **60 days** of employment.
- **HUD Housing Counselor Certification** is strongly preferred; if not certified, must obtain within **60 days** of employment.
- Experience with Salesforce or other CRM systems is a plus.

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#### PHYSICAL REQUIREMENT TO PERFORM THIS JOB

- Ability to communicate professionally via telephone and in both office and field environments.
  - Ability to remain seated for extended periods.
  - Occasional lifting of up to 25lbs (event materials, supplies).
  - Manual dexterity and visual acuity required for computer work, office equipment operation, and reviewing detailed information.
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**ACCOUNTABILITY AREAS**

- Partnership Hours Tracking
- Address Selection Coordination
- Compliance Monitoring & Documentation
- HUD Counseling

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

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

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

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