



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

2026 Job Description

POSITION OVERVIEW

The **Program Coordinator** serves as the **first point of contact** for all individuals exploring Habitat's Homeownership Program. This position proactively manages inquiries, provides initial program education, and plays a critical role in recruiting prospective partner families.

The Program Coordinator ensures that every interested household receives timely, accurate information through a 1-1 phone call and guides interested people into the appropriate next step—towards homeownership—whether that is attending a workshop, being referred to an outside partner, Road to Readiness or moving directly into the application pipeline. The Program Coordinator will carry out the work while exemplifying the Indy Habitat values.

ESSENTIAL FUNCTIONS

(Primary duties; other responsibilities may be assigned.)

Front-Line Customer Engagement

- Serve as the **primary point of contact** for all program inquiries via phone, email, voicemail, in-person visits, walk-ins, and follow-ups with recently declined applicants.
- Works to ensure that the weekly goals are met for 1-1 meetings with interested people. To ensure goals are met, this position will need to proactively reach out to leads that have completed the information session and also provide reminders for scheduled meetings.
- Provide clear, accurate information about Habitat's Homeownership Program, future areas of building, eligibility criteria, readiness expectations, and next steps.
- Ensure each prospect is triaged appropriately—into readiness counseling, an information session, follow-up communication, or application consideration.

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.



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Data Management & Pipeline Tracking

- Manage databases for all incoming inquiries, ensuring accurate tracking, documentation, and hand-offs to the appropriate team members.
- Track internal statistics related to leads, information session completions, and movement through the early pipeline after the 1-1 calls.
- Maintain organized inquiry data that feeds into recruitment metrics and departmental reporting.

Compliance & Organizational Support

- Work with the Program Manager and Program Manager to ensure compliance with **state, federal, and Habitat mortgage-related guidelines**.
- Demonstrate excellent customer service, professional communication, and mission-driven engagement with prospective homebuyers and community stakeholders.
- Represent the Homeownership Department at outreach events, information sessions, and neighborhood based activities.
- Perform other duties as assigned in support of departmental operations

KNOWLEDGE, SKILLS & ABILITIES

- Ability to work a flexible schedule, including occasional nights and weekends.
- Knowledge of federal, state, and Habitat requirements related to mortgages and homeownership.
- Excellent verbal, analytical, and written communication skills.
- Strong customer service mindset with the ability to work professionally with diverse populations.
- Detail-oriented, deadline-focused, and highly organized.
- Ability to handle multiple tasks simultaneously in a fast-paced environment.
- Proficiency in Microsoft Office Suite; database management experience is a plus.
- Ability to lift up to 25 lbs. when supporting events or community activities.
- Maturity, sound judgment, strong problem-solving skills, and strategic thinking.
- Ability to work independently and collaboratively as part of a team.
- Ability to work under pressure and meet deadlines.

EDUCATION, EXPERIENCE & CREDENTIALS



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- **Spanish fluency preferred.**
- 3-5 years Credit experience required.
- 3-5 years Mortgage experience required.
- College degree required.
- Database management experience 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.

PHYSICAL REQUIREMENTS

- Regular use of telephone, computer, and communication tools.
- Ability to perform job duties with or without reasonable accommodation.

ACCOUNTABILITY AREAS

- Program inquiries.
- Community outreach participation.
- Database Management, Mailers, info sessions, and neighborhood engagement.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____