

CHN Housing Partners

Homeownership and Sales Counselor

REPORTS TO: Director, Home Ownership and Sales

POSITION SUMMARY: The primary function of this position is to ensure each Lease Purchase resident will be in a position to purchase their home beginning Year 16. Specifically 50% of the residents will purchase in Year 16, 40% of the residents in Year 17 and remaining 10% of residents will purchase in Year 18.

Overall department duties and tasks will be distributed equally amongst Home Ownership and Sales personnel. Each Homeownership Counselor will be expected to accomplish 205 of the overall department goal each year.

RESPONSIBILITIES:

- Manage a portfolio of 160 families ensuring their readiness to purchase their Lease Purchase (LP) home.
- Meet with customers every 6 months and maintain their focus on their purchase readiness plan.
- Ensure that customers are prepared to qualify for CDFI or Bank financing.
- Prepare loan packages for submission to lenders, reviewed by Director prior to submission.
- Prepare purchase contract for customers and assist with property closings.
- Collect data and update customer status in Sales System from the preparation period through closing.
- Work with portfolio to open and close 20% of the required Home Ownership IDA and Youth IDA annual production.
- Work with portfolio to enroll 20% of the families in Savings- Match program and deposit required down payment (minimum of \$1,200) by Year 16.
- In partnership with Home Ownership and Sales Team, undertake external third party sales duties for entities who are interested in acquiring our services or developing internal capacity.
- Work with portfolio and seek out eligible youth for summer employment. In partnership with the Home Ownership and Sales Team will be accountable for registering, interviewing, placing and managing the employment relationship for 20% of the youth targeted summer jobs.
- Organize, host and co-staff and work two community workday events.
- Create partnership with YOU, CSU, Tri-C, Trade Unions, Safety Forces and Private Corps to train, certify and place CHN young adult in employment positions.

Qualifications;

- Minimum three to five years previous customer service/ lending services/ residential interaction.
- High school diploma; some college or certification in a related field is a plus.
- Minimum of three years experience in real estate and/ or residential mortgage loan documents
- Ability to work with low to moderate income individuals and build relationships
- High closure personality; aggressive attention to detail
- Ability to develop and implement action plans; have exceptional follow up skills
- Excellent communication skills
- Good organizational, file maintenance. Must be able to multi-task
- Must have a good working knowledge of MC Office/ Excel spreadsheets
- Must be effective in a fast paced, deadline driven environment
- Must have reliable and insured transportation for travel throughout the city of Cleveland.

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to SDurda@chnhousingpartners.org or via the following link

<https://chnhousingpartners.org/employment-application/>.

M/F/V/D/EOE