

CHN Housing Partners

Assistant Sales Coach

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. The primary function of the Assistant Sales Coach will be to provide day to day functional administrative assistance to the Homeownership and Sales Counselors.

In addition to the day to day functional duties that are required, the Assistant Sales Coach will undergo extensive training and be exposed to shadowing the Sales Counselor over a twelve month period with the expectation that the position will advance into a more significant role within the department.

RESPONSIBILITIES:

- Provide administrative support to the primary Homeownership and Sales Counselors
- Sit in and observe Counselors/Customers in meetings assist them to maintain their focus on their purchase readiness plans
- Schedule appointments with customers and Homeownership Sales Counselors. Reach out to customers prior to appointments to remind them to bring their documents
- Assist in assembling the buyer packages for submission to the loan committee
- Assist customers and staff with the property closings process
- Collect documentation and update customer data information in the Sales Force database
- Assist Counselors track, manage and updated all Home Ownership IDA and Youth IDA annual production
- Assist Counselors to enroll and track families in the CHN Savings-Match program and deposit required down payment by Year 16
- At the direction of the Home Ownership and Sales Team, assist with the administrative duties relating to external third party sales in the Cleveland and Detroit markets
- In partnership with the Home Ownership and Sales Team assist in registering, interviewing, and placing CHN youth in targeted summer employment
- Provide administrative assistance to help organize 2 CHN Community Workday Events in 2019
- Track and provide outreach to Counselors managing their customer's purchase plan
- Provide administrative support to CHN's Youth Service Coordinator and assist in creating a youth programmatic tracker function in Sales Force Database

Qualifications;

- Previous customer service experience
- High school diploma; some college or certification in related field a definite plus
- Ability to work comfortably with low to moderate income individuals and build relationships
- High closure personality; aggressive attention to detail
- Exceptional follow up skills
- Excellent communication skills
- Good organizational, file maintenance. Must be able to Multi-task.
- Must be a good working knowledge of Microsoft Office specifically Excel spreadsheets
- Must be effective in a fast paced, deadline driven environment

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