

HRC MANAGER

HOMEOWNERSHIP (MORTGAGE) LENDING EXPERIENCE

Use your homeownership lending, financial services or financial coaching experience to develop and manage the two-person, one-stop shop at Famicos Foundation where prospective home buyers can obtain comprehensive homebuyer education and individual counseling to purchase, rehab and maintain a home, not just in Glenville, but anywhere in Cuyahoga County.

Responsibilities

Manage Homeownership Resource Center (HRC) and provide direct supervision of support staff person.

Build lasting relationships with participating organizations.

Spread awareness of services and provide education on available services from participating organizations.

Develop, implement, and maintain innovative lending systems, through relationships developed with lenders, to match clients to the products that best meet their needs.

Oversee Homebuyers Education Workshop Series.

Provide individual financial capability/homebuyer counseling, as needed.

Collect, track and report required data using client management database.

Participate in and successfully complete program required professional development offerings by U.S. Department of Housing and Urban Development, NeighborWorks America, etc., as deemed applicable to job performance.

Participate in trainings and ongoing professional development trainings.

QUALIFICATIONS

Bachelor's degree from an accredited college in business, banking, financial education, social work or related field.

Department of Housing and Urban Development housing counseling Certification or

3-5 years of experience in homeownership lending, financial services, financial coaching, teaching/instruction or other related field.

Community-based nonprofit experience at a management level

Experience in Software systems for loan origination, processing and servicing

Knowledge of Greater Cleveland's banking community/environment desirable.

Intermediate level of proficiency in Microsoft Office Suite (Word, Excel, Access and PowerPoint) and Microsoft Outlook

Demonstrated capacity for understanding finance, personal finance and financial structures and service delivery.

Demonstrated capacity to learn new software applications such as *Counselor Max* a client management database.

Exceptional customer service, written/oral communication, and strong interpersonal skills

Demonstrated planning and organizational skills

Proficiency in time management

Familiarity and experience with social media channels

Ability to work in both a team setting and independently and ability to function well in a small staff environment

Ability to think critically while providing superior customer service and empathy to clients

REQUIREMENTS

Available to work some evenings and weekends.

May be required to work more than 8 hours during a workday

Must be available to work occasional off-hours

Must be available during standard business hours

Ability to work in multiple locations during a given work week

Reliable vehicle in order to commute between designated locations

Must possess valid, up to date insurance for vehicle

Must possess valid, up to date driver's license

Send resume to dwalker@famicos.org