

HOMEOWNERSHIP (FINANCIAL) COUNSELOR

Famicos Foundation, through NeighborWorks, has created the Homeownership Resource Center (HRC) to make prospective homeowners “mortgage ready” and to assist existing homeowners in assuring that they have the financial literacy to maintain their homes.

The Homeownership Counselor, at the direction of the HRC Manager, provides comprehensive individual counseling services to these populations of clients. The counseling sessions may cover an array of areas related to the knowledge, confidence and skills required to buy, build, rehab and maintain a home. The main objective is to assess the obstacles faced by the client in pursuing their goal and to develop a “roadmap to success.”

The Counselor contracts with the client to use the budgeting, debt reduction, credit-rebuilding and consumer awareness to meet their goals.

Responsibilities

Facilitate Homebuyers Education Workshop Series.

Provide individual financial capability/homebuyer counseling.

Follow required protocol and program requirements.

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

Follow client confidentiality policies as outlined in the personnel policies and procedures.

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 training

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 demonstrated ability to obtain HUD counseling certification.

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

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

Experience in Software systems for loan origination, processing and servicing

Strong presentation skills

Requirements

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

Demonstrated planning and organizational skills.

Proficiency in time management.

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

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

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

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

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

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

Incumbent has limited flexibility to schedule activity with the approval of supervisor

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