



Position: Foreclosure Prevention Specialist

Reports to: Director of Homeowner Services

Classification: Full Time, non-Exempt

Salary: \$24 - \$27 hourly, depending on experience

Schedule: Monday – Friday; evenings & weekends as scheduled

POSITION SUMMARY

As a member of the Homeowner Services department, the Foreclosure Prevention Specialist will provide clients with professional financial and/or housing counseling services with the objective of helping homeowners successfully maintain their home. The primary role of this position is to advise and educate clients, using professional discretion and judgment to help them set-up and implement an action plan to addresses specific financial issues and concerns.

Key components of this position include strong interpersonal and problem-solving skills, a working knowledge of finances and credit, an understanding of default and loss mitigation solutions, ability to convey suggestions/ideas in a constructive, non-judgmental manner.

RESPONSIBILITIES

- Facilitate post-purchase group workshops.
- Provide counseling to homeowners, including reviewing financial documents to determine eligibility for mortgage modification and/or other steps needed to prevent foreclosure.
- Assist clients in completing loan modification applications; upload all client documents into Loan Portal and conduct timely follow up to move the process forward.
- Keep communication lines open between 3rd parties, including servicers and lenders, and the client to ensure the required information has been provided and is reviewed in a timely manner.
- Utilize software to create case profiles for all applicants and clients; perform timely data entry of all case notes and profile updates.
- Prepare reports as needed, in compliance with regulatory and grant funding requirements.
- Stay current on industry best practice; increase professional and software management skills through annual continuing education.

EDUCATION & QUALIFICATIONS

- HUD Housing Counselor Certification preferred; ability to pass exam and obtain certification within 60 days of hire required.
- Minimum two years' experience providing housing and/or financial counseling, or any equivalent combination of experience in case management.

- Familiarity with foreclosure timeline and prevention options, as well as available community resources in Pierce County.
- Adept at delivering presentations, with adaptability to instruct and/or counsel by phone, via online interaction or face to face.
- Ability to maintain assigned caseload of clients, including prompt and accurate maintenance of client's physical files and documentation.
- Mastery of Microsoft Outlook and Office Suite (specifically Word and Excel).
- Detail oriented, strong customer service background, excellent written and oral communication skills.
- Demonstrated ability to exercise good judgement and maintain confidentiality.
- Ability to maintain tact and diplomacy when working with varied populations of diverse backgrounds.
- Bilingual a plus.

COMPENSATION & BENEFITS

Habitat offers a competitive compensation for this position, commensurate with experience.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job's essential functions.

- While performing the duties of this job, the employee is frequently required to remain in a stationary position while operating a computer, participating in meetings, and/or communicating by telephone, via online platform, and/or in person.
- Occasional requirements to move about the office to access office equipment and the ability to traverse a construction site.
- Ability to work off-site and/or beyond business hours as needed.
- Willingness to travel locally and outside the state for training and meetings.
- Must be able to lift 25-50 lbs.
- Valid driver's license required.

TO APPLY

Interested in applying? Email the following to hr@tpc-habitat.org. No phone calls, please.

- A letter of interest specifically addressing the qualifications listed.
- Current resume.
- Three professional references.

Tacoma/Pierce County Habitat for Humanity is an equal opportunity employer. If you are selected for the position, Tacoma/Pierce County Habitat for Humanity will conduct a background check before hire.