



Program Manager

REPORTS TO: Executive Director

Full-Time Salaried

Job Summary

The Program Manager is the first point of contact for home buying families from first inquiry to mortgage payoff. This position gives staff support to the Homeowner Selection and Homeowner Support committees of the Board of Directors. The Program Manager will also be the point of contact for volunteers and coordinate all volunteer engagement.

Homeowner Services Responsibilities

- Oversee the applicant selection process, following HFHI policies, and coordinating the work of the Homeowner Selection Committee and Homeowner Support Committee
- Manage the homebuyer partnership process including homeowner education that is designed to develop self-sufficiency in the areas of construction safety, fiscal management, home maintenance, community awareness, and general homeowner knowledge. (pre and post purchase)
- Maintain smooth communications for applicants, homebuyer partners, homeowners, volunteers, and staff in general by providing support, referral services, education and other services as needed.
- Coordinate the sweat equity program and general construction matters in coordination with the Construction Director.
- Represent the affiliate in the community as appropriate and/or requested.
- Perform all functions of loan origination, including initial and final underwriting.
- Work with the Bank and Homeowner in resolving homeowner payment, escrow and insurance issues, and advise the Executive Director of past due accounts or other outstanding issues.
- Manage all aspects of the mortgages held by the affiliate, including but not limited to: payoff requests, mortgage satisfactions, buyback protocols and delinquency management.
- Serve as the Anti-Money Laundering Compliance Officer for the affiliate.
- Respond to or refer homeowner questions regarding mortgages and homeownership.
- Prepare closing documents.
- Coordinate homebuyer events (groundbreaking and dedications).
- Prepare reports as necessary.
- Perform other duties as needed or requested.

Volunteer Management Responsibilities

- Develop and implement a strategy for actively soliciting, engaging, and maintaining new volunteers and respond to all volunteer inquiries.
- Steward existing volunteers.
- Coordinate volunteer meal provider program.
- Act as liaison to other organizations that are sending volunteers.
- Schedule volunteers to meet the volunteer needs of the affiliate.
- Keep records of volunteer activities, including numbers of teams, volunteers, number of hours worked contact information, etc.
- Prepare job descriptions for volunteer positions.
- Monitor volunteer satisfaction.
- Ensure that volunteer liability waivers are signed and filed.
- Coordinate Groundbreakings and Home Dedications and the annual Family picnic.

Required Qualifications

- A deep understanding of, and enthusiasm for, the mission of Habitat for Humanity
- Bachelor's Degree or commensurate experience with a record of accomplishment
- Excellent written, oral, and group presentation skills
- Highly motivated and results orientated

Preferred Qualifications

- Mortgage management experience
- Experience developing community partnerships
- This position requires a background and/or security check and may be subject to drug screenings.

Brookings Area Habitat for Humanity is an equal-opportunity employer. We seek to employ and assign the best qualified personnel for all of our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status, or any other status or characteristic protected by law.