



Thanks for your interest in United Housing's Housing Assistance Program Processor position.

Please send your resume to Yvette White at ywhite@uhinc.org

Our mission: To provide quality housing opportunities for Mid-South residents through financial education, affordable loan products, homebuilding and renovation, and creating innovative partnerships with public, private and nonprofit entities.

Description of Program:

United Housing is contracting with the City of Memphis to administer the COVID-19 Housing Assistance Program (CHAP) using CARES Act funds.

CHAP is open to individuals and families who are experiencing a delay in making their rental or mortgage payments due to COVID-19. This position will work with clients 1-on-1 to determine eligibility for housing assistance. United Housing will lead in housing counseling efforts while working through the Housing Counseling Network to increase counseling capacity necessary for this program. This position will work with United Housing and Housing Counseling Network counselors to schedule the clients' sessions with counselors to receive housing assistance.

This position is funded by CHAP and may be temporary based on length of the program. Salary range: \$38-42K. This position will start out on a temporary basis with an opportunity to move into fulltime position after the funds are expired. Additional opportunities at United Housing may be available after the program ends.

Job Description

Date: August 12, 2020

Title: Housing Assistance Program Processor

Reports To: Homebuyer Education Director

FLSA Status: Exempt

BASIC JOB FUNCTION

The Program Processor is responsible for data management and ensuring organization is compliant with the COVID-19 Housing Assistance Program (CHAP); requires attention to detail and collection of necessary documentation from clients and customers to determine eligibility for the CHAP program and to assist in reporting to city's department of Housing and Community Development (HCD).

This position will work independently and in collaboration with the Director of Homebuyer Education to execute daily responsibilities for the program and other special projects. This position will be responsible for the care of our customers and coordinating counseling sessions with UHi staff and Housing Counseling Network members.

PERFORMANCE MEASURES AND QUALIFICATIONS

Education and Experience

- High School Diploma , Associate Degree preferred, BA degree a plus.
- Or 2+ years' experience in working an intake setting.
- MS Office, Adobe and knowledge of online data management software

Knowledge and Skills

- Demonstrates the ability to use standard office equipment such as telephones, computers, copiers, fax machines and others. Shows proficiency with computer programs which may include Microsoft Word, Excel, PowerPoint , Outlook and others
- Displays the ability to communicate with others effectively, listen closely and convey points clearly
- Excellent oral and written communications skills
- Good organization skills and problem solving, detail oriented
- Demonstrates excellent customer service skills and the ability to calm clients who may be distraught
- Ability to present and report to Board of Directors and/or Committee members
- Possesses the ability to adjust to constantly changing workloads.

PRINCIPAL DUTIES AND RESPONSIBILITIES

The incumbent must perform certain tasks including but not limited to:

- Register and log applications received from clients via online portal
- Check all incoming files for completeness and accuracy
- Obtain additional documentation as needed to complete files.
- Process loan/intake applications in a timely and accurate manner.
- Update customer and loan information
- Arrange counseling sessions with the Home Buyer Education Department.

Employee

Date