JOB TITLE: Homebuyer Education & Counseling Processor

Position: United Housing, Inc. is seeking a Homebuyer Education & Counseling Processor to provide application intake, data entry, and other comprehensive support services for clients, key stakeholders, and the Homebuyer Education & Counseling Department. An ideal candidate would possess a positive attitude, provide technological support, and have a willingness to build relationships with customers and stakeholders with minimal supervision.

Responsibilities include, but are not limited to:

- Provide front line support for initial customer service contact via telephone, email, Zoom and in-person regarding all Homebuyer Education & Counseling Department services.
- Assist all HUD-Certified Housing Counselors with intake of financial counseling applications, homebuyer education (HBE) class scheduling, disclosure forms, and other data reported as per HUD requirements and compliance.
- Collect and manage financial information of HBE class fees to accounting in accordance to United Housing, Inc.'s security and confidentiality policy.
- Provide IT support/troubleshooting of registration for Zoom and hybrid HBE classes.
- Work with clients to obtain pertinent information in accordance to United Housing, Inc.'s confidentiality policy.
- Process, monitor, and maintain data entry in United Housing, Inc.'s Client Management System in an efficient and timely manner.
- Compile data via Microsoft Excel for monthly reporting to local, state, and federal funders.
- Communicate constructively and transparently with department team members and cross-departmental members.
- Report to the Homebuyer Education & Counseling Director.
Personal Qualities:
- Creative: A systems-thinker and builder, who is innovative and possess clear and articulated communication skills in presenting new ideas and concepts.
- Team worker: Communicative team player, demonstrating integrity and transparency with team members on project approaches, team roles, work capacity, and problem solving ideas.
- Analytical: Strong analytical, systems, and problem solving skills to evaluate performance, provide technical support, troubleshoot technological issues, and recommend/implement solutions.
- Detail-oriented: Attentive to data, confidentiality, and other details in handling client applications and preparing reports to HUD and other agencies.
- Trusted: Ability to work with residents, partners, and team members of diversified backgrounds with respect, dignity, and solutions oriented attitude.
- Passionate: driven passion for housing affordability and an interest in continuous growth and learning.

Preferred Experience and Qualification:
- Associate Degree
- Knowledge of Windows, Microsoft Office, and Adobe.
- Willingness to work evenings or Saturdays as needed.
- Intake processing and data entry experience.
- Knowledge of Counselor Max or Salesforce is a plus.
- Knowledge of mortgage lending, real estate, and/or housing is a plus.

Salary and Benefits:
- Full-time hourly position with full benefits.
- Salary is $37,000 annual.