

ORGANIZATIONAL BACKGROUND

VCCDC was incorporated in 2001 by affordable housing advocate, the late Rodney Fernandez, and Bertha Garcia as an independent 501(c)(3) to fulfill their vision of strengthening and sustaining prosperous communities through mortgage financing, education and financial literacy. Since then, in Rodney's name, the Board of Directors and staff have all worked together to carry on this vision. The mission of VCCDC is "To strengthen and sustain vibrant communities by empowering individuals and families to build wealth through education and homeownership with a primary focus on serving low-to moderate-income clients."

BENEFITS

Comprehensive benefits package includes:

- Health, vision, dental, life and AD&D insurance (employer paid for employee, add'l cost for family plans) – eligible 60 days after hire date
- Availability of Flexible Spending Account (FSA), Health Savings Account (HSA), and 403B Retirement Plan – all voluntary
- 13 Paid Holidays
- Paid Time Off (PTO) - based on months of service, accrual begins on hire date

SALARY

- Hourly salary \$18
- Full-time, 40 hours

CONTACT

All qualified persons should fax or email resume to:
VCCDC - Attn: Keily Victoria
(805) 604-1359
kvictoria@vccdc.org

This job announcement is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor. VCCDC will provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship.

VCCDC is an Equal Opportunity Employer

HOUSING COUNSELING CLERK

POSITION SUMMARY

The primary function of the Housing Counseling Clerk position is to provide administrative and clerical support to ensure the efficient operation of VCCDC's Education and Coaching department. Main areas of responsibility include customer service, data management, program compliance and community outreach. The position is best suited for an independent worker who thrives in customer service and values working in a fast pace environment. The Housing Counseling Clerk will report to the Homeownership Program Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform the following satisfactorily:

- Serve as the first point of contact for all phone, online and email inquiries for the Education and Coaching department
- Schedule coaching appointments and coordinate Homeownership Specialists' calendars on a daily basis
- Assist clients in completing the intake process
- Accept and organize client documents in preparation for appointments
- Process client referrals from lenders, realtors and other industry professionals
- Coordinate all aspect of educational workshops (i.e. registrations, guest speakers, online portal, room set up, updating event calendars, etc.)
- Perform client data entry using various client management systems
- Client data base management (tracking, reporting, data entry, etc.)
- Assist with the creation and editing of department forms
- Recordkeeping including creating client files, storing files and shredding files
- Provide monthly production reports for program evaluation and quality control
- Assist with the implementation of the quarterly quality control plan
- Work with the department manager to improve operational systems, processes and policies in support of the organization's mission
- Assist in the creation of department operation manuals that document processes and procedures
- Assist with outreach and marketing activities including community events, social media, email blasts and newsletter
- Assist Homeownership Specialists and other staff with administrative duties
- Assist with covering the front desk, as needed
- Other duties and responsibilities may be required

MINIMUM QUALIFICATIONS

- Minimum 1 year experience in office administration or project management
- Friendly, personable with a strong desire to help others
- Must be punctual & dependable
- Excellent communication skills
- Bilingual English/Spanish preferred – speaking, reading, and writing
- Demonstrate initiative and be resourceful
- Strong problem solving skills and multitasking skills
- Effective organizational skills and consistent attention to detail
- Ability to prioritize and meet deadlines
- Ability to quickly learn new client management systems
- Experience with CounselorMax and/or Salesforce preferred
- Proficient in Microsoft Office, video conferencing platforms and social media
- Ability to work towards obtaining HUD Housing Counseling Certification
- Flexibility to work some Saturdays and occasional evenings
- Open to occasional road travel to the areas VCCDC serves (Ventura County, Santa Barbara County, Kern County, LA County)