



## Family Services Coordinator

**Position Title:** Family Services Coordinator

**Reports to:** Director of Family Services

**Location:** Hartford, CT

**FLSA Status:** Non-Exempt; Full Time/Hourly

**Work Schedule:** 8 hour shifts. Monday – Friday; occasional evenings and Saturdays

**Compensation:** \$20.00-\$24.00/Hour – commensurate with experience

**Benefits:** Competitive health benefits, PTO/paid shutdown periods, and 401(k) matching

### Position Summary

Habitat for Humanity of North Central CT (HFHNCC) is seeking an ambitious and organized individual to support our Family Services department. As a key member of the team, this individual will directly interact with prospective homeowners, existing homeowners, volunteers, and staff passionately serving our mission. This individual will have excellent communication skills, respectfully document and store confidential information, and serve as the information hub for the Family Services department.

### Key Responsibilities

#### *Front-End Office Support*

- Serve as a representative of HFHNCC (public point of contact)
- Screen, field, and direct phone calls
- Schedule and coordinate meetings
- File physical and electronic documents
- Manage data entry, database maintenance, and light bookkeeping duties
- Manage general department mailings
- Report inventory needs to be ordered
- Additional administrative duties as assigned by Director

#### *Family Services Support*

- Serve as HFHNCC representative for all prospective homeowners and family partners
- Carefully manage and protect confidential information
- Answer recruitment questions and manage all mailings pertaining to the program
- Manage prospective homeowner program requirements by documenting and reporting; applications, workshop attendance, sweat equity hours, down payments, etc.
- Run monthly status reports and notify prospective family/partners of program progress
- Support/Manage Family Services Events; Application Information Meetings, Willingness to Partner build days, Homeowner's Assessments, Partnership Agreements, Move-in workshops, 3<sup>rd</sup> party inspections
- Develop and oversee the monthly Family Services newsletter to Habitat Homeowners
- Perform and send occasional delinquency reports
- Monthly Insurance reporting – in coordination with our Mortgage Servicing Provider, to ensure that all properties have active coverage

## **Qualifications & Experience**

### ***Required***

- High School Diploma/GED
- Driver's license and reliable transportation
- Strong computer skills and mastery of Office 365 (Word, Excel, Outlook)
- Strong professional communication skills (written, oral, and interpersonal)
- Strong attention to detail and organizational skill
- Ability to retain instructions and follow directions
- Ability to establish priorities and manage workload
- Comfort with public speaking/representation
- Positive, outgoing, and friendly personality
- Self-starter who can work independently

### ***Physical Requirements***

- Ability to climb stairs within 2 story building
- Ability to carry up to 20lbs, such as copy paper
- Ability to safely operate a vehicle. A current Motor Vehicle Report may be required.

### ***Preferred***

- Bilingual Preferred (English & Spanish)
- Administrative experience preferred
- Data Entry experience preferred
- Familiarity with Habitat for Humanity and Affordable Housing preferred

## **About HFHNCC**

HFHNCC seeks to build, create, and support affordable homeownership in Hartford & Tolland County. Since our inception in 1989, we have built over 350 homes and served more than a 1,500 individuals throughout our region. HFHNCC is able to create affordable homeownership opportunities through our unique model that conveys mortgages at 0% interest.

## **Our Family Services Department**

The HFHNCC Family Services department serves those in need of affordable homeownership and home repair assistance. The Family Services department works to connect the community to our services, document the selection process, and track progress and critical milestones for our prospective homeowners and critical home repair community.

### **How to Apply:**

Interested candidates should forward a resume and cover letter to [tracy@hfhncc.org](mailto:tracy@hfhncc.org) with subject line "Family Services Coordinator — [Your Name]."