

## **PROGRAM COORDINATOR (full-time)**

Community Home Trust (CHT) delivers housing affordability to diverse populations in partnership with our communities. Our vision is a world in which barriers are removed for those wanting a home they can afford, where the supply of those homes keeps pace with the demand, and all individuals have long term access to a safe home, where they can thrive, work, and grow.

We have over 270 permanently affordable homeownership opportunities and 59 affordable rental units throughout Chapel Hill and Carrboro. We are a HUD-certified counseling agency and provide homeownership and financial counseling. We have nine full-time staff members and a budget of \$1 million.



### **Program Coordinator Responsibilities:**

The Program Coordinator has two primary responsibilities: application management and program education. As a secondary responsibility, the Program Coordinator will work closely with the Sales Manager to help facilitate sales transactions. This position works under the direct supervision of the Deputy Director.

#### *Application Management:*

- Determine applicant eligibility based on federal, local, and program policies. Calculate applicant income and assets using required documentation.
- Maintain paper and computer records on all applications.
- Maintain consistent communication with applicants to encourage ongoing engagement.
- Respond promptly to applicant inquiries.
- Maintain property interest lists and prepare reports for Sales Manager.

#### *Program Education:*

- Maintain HUD Counseling Certification and timely file all HUD reports.
- Maintain client files and ensure all HUD requirements are met.
- Provide one-on-one education, including financial counseling and homebuyer education.
- Provide group education workshops both online and in-person.
- Work to provide education and engage populations that have historically been marginalized with a goal to expand homeownership opportunities.
- Develop educational materials and programs.

### **Required Qualifications:**

- 2+ years of experience offering counseling or community engagement with at-risk populations
- A commitment to, and an enjoyment of, creating and nurturing relationships
- HUD Counseling Certified, or commitment to acquire within 90 days of start date
- Ability to manage multiple tasks at one time
- Exceptional organizational skills

- Excellent verbal and written communication; active listening skills; and a persuasive, tactful, compassionate, and professional demeanor
- Strong computer skills, including Microsoft 365 Office Software: Excel, Word, Outlook, and PowerPoint
- Ability to perform basic math functions
- Experience speaking in public and presenting information to a group of people
- Meticulous attention to detail and accuracy
- Ability to maintain confidentiality when working with clients

**Preferred Qualifications:**

- Spanish language fluency
- 1+ years of real estate experience
- Experience using Salesforce as a CRM platform

Salary is \$40-45,000, depending on experience, along with a generous benefits package. This is a full-time position. Occasional evening and weekend hours will be required.

Community Home Trust is located in Chapel Hill, NC. For the time being, all CHT staff are working on a hybrid in-office/remote schedule, so some in-office hours will be required.

**To apply:**

Please send your resume and a cover letter explaining why you would be a good match for this position and how you meet the qualifications to Kimberly Sanchez, Executive Director: [ksanchez@communityhometrust.org](mailto:ksanchez@communityhometrust.org). NO PHONE CALLS PLEASE. Resumes in confidence.