



## Habitat for Humanity Philadelphia, Inc. Mortgage Home Sales Admin

Report directly to: Director of Home Sales & Post Project Engagement

Department: Home Sales & Post Project Engagement

Position Type: Full-Time

Personal vehicle: Not Required

**At Habitat for Humanity Philadelphia (“HFHP”), we are builders who work alongside, not for, others. We are driven by accountability and defined by our stick-to-itiveness.** The Home Sales & Post Project Engagement Department works directly with future homeowners to prepare for the purchase of their homes, maintains a post keys relationship with current homeowners and repairs project homeowners providing access to information, resources, and special events to support successful homeownership.

**Position Objective:** Reporting to the Director of Homes Sales & Post Project Engagement, and coordinating with Program teams and leadership staff, the Home Sales & PPE Administrator will support administrative and coordination responsibilities for the Department. The Home Sales & PPE Administrator will work with Habitat Homeowners from Pre-Settlement through Post Project engagement to maximize efficiency and effectiveness of departmental activities.

### Duties & Responsibilities:

- **Property File Management** – Create and organize digital and paper files for each property sold. Maintain good property file hygiene for existing and new files, updating homeowner contact information as necessary and updating files with relevant homeowner documentation.
- **Data Collection and tracking-** Manage and maintain a database of all homeowners (tracking insurance, tax abatements, delinquency communication, assistance requests and event participation) Track and manage Homeowner information using all relevant platforms and software systems employed by the department such as Salesforce, SharePoint, Home Keeper and Zip Forms
- **Pre & Post Settlement documentation preparation & processing** – Preparation and processing of documentation for home sales, mortgage sales, condo association activities, delinquency assistance, and homeowner support. Prepare Agreement of Sale packets, loan boarding packets, mortgage assistance application and foreclosure proceedings



documentation. Manage homeowner notifications throughout the home sale and post-keys processes. Use relevant software opportunities to complete required documents.

- **Home Dedication, Post Keys Events & Workshop Coordination-** Administrative coordination of Home Dedications, Workshops & Homeowner Educational Opportunities (planning, support, evaluations, invites, tracking, etc.), Homeowner Notifications.
- **Tracking/Compliance** - Track and maintain departmental license & certifications documentation and renewal periods.

#### **Position Requirements:**

- Understand the Habitat philosophy, and possess the desire to promote it
- Bachelor's degree preferred, or equivalent administrative background required
- Familiarity with Microsoft Office applications, particularly Excel and Word
- Tech-savvy, with an ability to organize electronic files and keep good electronic file hygiene, including timely response to department email.
- Maintain a flexible and positive attitude; be willing and able to take on other duties as assigned.
- Excellent communications skills, ability to communicate well with a variety of homeowners, staff members and external partners.
- Ability to maintain a posture of respect and compassion when working with program participants and homeowners.
- Ability to work in an open office setting and from home. Internet required for work from home.
- Experience with or ability to learn mortgage sale and loan origination practices & software, and data management systems used by the organization.
- Vaccinated against COVID-19. Proof will be required.

**To Apply:** Send resume and cover letter through the application portal by May 27, 2022. No calls, please.

#### **Equal Employment Opportunity Policy**

Habitat for Humanity Philadelphia provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, creed, religion, national origin, ethnicity, ancestry, sex, sexual orientation, gender



identity, age, medical condition, physical or mental disability, genetic information, pregnancy, veteran status, marital status, familial status, source of income status, domestic or sexual abuse victim status or any other category protected by applicable federal, state or local law in any employment-related decision, including recruitment, hiring, compensation, training, promotion, demotion, transfer, layoff, termination and all other terms and conditions of employment.