



**NEIGHBORHOOD HOUSING SERVICES OF NEW YORK CITY
JOB DESCRIPTION**

Job Title: HUD Certified Housing Counselor	Department: Homeownership
Reports to: Director of Homeownership	Job Type: Full-Time (35 hours weekly)
Job Location: Corporate Office 307 w 36 street, New York, NY	Work Schedule: Mon-Fri (Remote work Available) Must Reside in New York Metro Area
FLSA: Non-Exempt	Date Created: Revised Date: 05/12/2021

Position Summary: The Homeownership Specialist is responsible for providing comprehensive individual counseling in the areas of **pre-purchase/foreclosure prevention** and **financial management**. Following HUD guidelines, providing education, information, and guidance for clients to make an informed selection of the options available to them. Interacts with Lenders /servicers, advocates for clients to obtain the best mortgage products available for homebuyers and preserve homeownership for existing homeowners at risk of foreclosure.

Essential Duties and Responsibilities:

Utilize organizational virtual face to face counseling tools to assess client mortgage-readiness, developing an action plan, a household budget, reviewing credit, debt reduction, and credit rebuilding.

Assess a client's housing and financial needs and provide relevant resources, guidance, and tools to assist in client's preparation for homeownership.

Proactively manage workload, calendar, and client appointments to help meet the goals of the organization and serve the client effectively.

Develop sufficient rapport with clients to have meaningful conversations with them about their finances and housing needs.

Adhere to all guidelines related to the confidentiality of client records and information and Homebuyer Education, Financial Coaching and Foreclosure Prevention.

Accurately and timely enter data into the organization's client management system (CounselorMax).

Maintain contact with clients and follow-up until an outcome is reached.

Contribute to the process of preparing regularly reports as needed.

Ensure that quality-control measures are followed, and that customer satisfaction is a priority of the counseling program.



Assists the team with special projects as assigned and other tasks deemed necessary to achieve overall goals and operate a successful program.

Participate and conduct homeownership program outreach events virtually or face to face to meet program goals.

Negotiate with lenders and other creditors on behalf of clients and monitor milestones.

Develop and manage opportunities for public presentations to enhance public awareness of NHSNYC programs, services, and organizational initiatives.

Coordinate and secure partnerships with realtors, lenders, appraisers, legal services, county, and city representatives, etc to ensure successful client and program implementation.

Assist in marketing and advertising NHSNYC homeownership services programs.

Minimum Qualifications:

- High School Diploma. Bachelor's degree (Preferred)
- Received HUD Housing Counselor Certification or pass within 3 months of hire. Complete other assigned trainings in area-specific subjects as required by organization.
- Two (2) years of experience in mortgage lending/processing, foreclosure real estate sales, and /or credit counseling.
- Experience working with low-to-moderate- income populations, and/or community outreach.
- Background in housing, property management, and tenant/community organizing preferred.

Knowledge, Skills, Abilities and Other Characteristics:

- Communication: strong interpersonal and communication skills, actively listens to needs of callers and presents ideas and thoughts clearly and concisely.
- Critical Thinking: Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Positive Attitude: Finds the most effective and efficient way to complete tasks, regardless of obstacle, while continually offering support to peers through quality teamwork.
- Flexibility/Adaptability: able to accept change and engage it.
- Active/Continuous Learner: recognizes own strengths and weaknesses and actively seeks skills, techniques, and methods to develop and enrich.
- Multitask: excellent time management and organizational skills
- Strong computer skills with experience in Microsoft Word, Outlook, and Excel.
- Bi-lingual English/Spanish a plus!

Neighborhood housing Services of New York Inc. is proud to be an equal opportunity employer, and we seek candidates who desire to work in and serve an ethnically diverse population.