

## AmeriCorps Member – Homeowner Support Coordinator

**Living Allowance:** \$14,500

**Start Date:** September 3, 2019

**Education Award:** \$6,095

**End Date:** August 14, 2020

**Reports to:** Homeowner Engagement  
Coordinator, National Service  
Program Manager

**Schedule:** Monday – Friday (with a handful of  
evening and/or Saturday site days)

### additional benefits

In addition to the living allowance and Segal Education Award, members receive a \$35/month cell phone allowance, \$100 clothing allowance, health insurance, and may have access to childcare reimbursement and an affordable housing option (\$200/month). Additionally, members receive extensive training and professional development opportunities.

### position summary

The Homeowner Support Coordinator work alongside the Homeowner Engagement Coordinator to support Habitat homeowners in their homeownership journey. The Homeowner Support Coordinator can look forward to a mixture of routine duties and unique involvements in event planning, customer service and adult education. This role will assist Habitat homeowners troubleshoot homeownership issues and concerns as they arise, including responding to home maintenance, repair and warranty inquiries. This position serves under Habitat's Neighborhood Revitalization (NR) program and can accept to assist with tasks and duties related to our NR program.

### essential responsibilities

#### Maintenance and Warranty Support

- Guide Habitat homeowners through potential home maintenance and repair processes and/or contractor hires
- Respond to warranty claims, determining appropriate next step and working with Warranty Specialist when necessary
- Work with homeowners to schedule post-closing walkthroughs and follow-ups
- Assist homeowners in accessing their Maintenance Fund, by processing and tracking requests in a timely manner

#### Post-purchase Services

- Support Homeowner Engagement Coordinator in developing content for Post-Purchase Trainings
- Develop content for Habitat homeowner newsletter, resource guide and NR news emails
- Assist Homeowner Engagement Coordinator in planning of Habitat events, including but not limited to: network or family engagements, community events and ost-purchase trainings
- Keep up to date Home Owner Association contact information; assist Homeowner Engagement Coordinator in Home Owner Association training and engagements

#### Cross-departmental Collaborations

- Manage cross-departmental Habitat homeowner engagement requests
- Work with homeowners and Homebuilding team on Energy Certification process
- Support Neighborhood Revitalization team in tracking Promise Neighborhood applicants
- Collaborate with Neighborhood Revitalization Manager in coordinating and planning for block beautification projects

### **Facilitate educational activities**

- Teach TCHFH-designed Service Learning Curriculum
- Present background information on affordable housing and civic engagement
- Facilitate group reflection and discussion
- Answer questions related to Habitat for Humanity and affordable housing

### **Participate in AmeriCorps-related activities as assigned**

- Attend orientation at beginning of service
- Attend AmeriCorps civic engagement retreats and team meetings
- Participate in scheduled affiliate, program and statewide AmeriCorps events

### **essential qualifications**

- 18 years of age or older
- A U.S. Citizen or U.S. National or a lawful permanent resident
- High school diploma or GED required, Associate or Bachelor's degree or a training certificate preferred
- Not served two terms of service within AmeriCorps already (with some exceptions)
- Possess a valid driver's license with a good driving record
- Successfully pass background, sex offender and FBI fingerprint checks

### **preferred experience**

- Experience in home maintenance, home repairs, warranties or Home Owner Associations
- Multi-lingual in Oromo, Amharic, Somali or Hmong
- Effective interpersonal skills working with a variety of people and personalities, including diverse races, cultures and economic backgrounds
- Able to work independently and be resourceful to problem-solve unique situations
- Communicate clearly and effectively both orally and in writing; ability to speak in public
- Multi-tasks and ensures own service assignments are completed within established deadlines
- Able to respond well to change in assignments, duties and direction
- Possesses thorough, organized, detail-oriented and accurate approach to duties
- Ability to serve as a part of a team, being available as needed
- Use team resources to effectively fulfill responsibilities and focus on Post-Purchase and TCHFH goals
- Be proficient in Microsoft Suite

### **service environment**

40-hour/week, requiring some evenings and weekends. Majority of this position will be spent in the office and requires the ability to sit at a desk for an extended period of time.

### **affirmative action and equal opportunity employer**

The Minnesota Habitat for Humanity AmeriCorps Program will take Affirmative Action to ensure that all employment practices are free of discrimination. Such employment practices include, but are not limited to, the following: recruitment, employment advertising, selection, hiring, upgrading, promotion, demotion, transfer, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training and apprenticeship opportunities. Reasonable accommodations will be made for qualified individuals with known disabilities for interviews and for service positions. The Minnesota Habitat for Humanity AmeriCorps Program strives to engage men and women from a wide variety of cultures, races, educational backgrounds, socioeconomic statuses, ages and abilities. To apply, please submit your resume by email to [AmeriCorpsProgram@tchabitat.org](mailto:AmeriCorpsProgram@tchabitat.org) or [Kristal.Sawatzke@tchabitat.org](mailto:Kristal.Sawatzke@tchabitat.org).