

Habitat for Humanity Metro Maryland, Inc.

Job Description

Repair Client Coordinator

Permanent Full Time Position

Position: Repair Client Coordinator

Reports to: Home Preservation Program Manager

Supervises: Interns, Volunteers

Date: 4/7/22

Department: Community Development

Non-Exempt: Hourly

Basic Function:

The Repair Client Coordinator is responsible for the administration of most client-based aspects of HFHMM's Critical Repair, Accessibility and Weatherization assistance programs offered to income-qualified homeowners. This includes client outreach, management of program inquiry database, application intake and approval, agreement creation, pre and post program support, and reporting on client survey data. This position will also assist with community development activities including strategic partnership building, community meetings and presentations, and resident engagement.

Key Responsibilities

- Build trust and rapport with clients and support them through the preservation process
- Promote Critical Repair, Accessibility and Weatherization programs to clients throughout service area
- Respond to all program inquiries
- Create partnerships that help promote programs and serve client needs
- Review client applications to determine program eligibility
- Create and process homeowner agreements, completion packets, and other client communications
- Conduct client surveys
- Provide client outcome information to leadership and assist in determining economic impact of programs
- Analyze and maintain data on client satisfaction surveys, reporting on trends and correlations accordingly
- Maintain statistical information on applicants and homeowners
- Attend community events to promote HFHMM's client services to the community
- Assist with some government and private foundation grant reporting

Qualifications:

- 2-5 years of professional work experience. Preferred areas: nonprofit, housing and/or social services
- Previous construction / repair / weatherization experience preferred, willingness to learn on the job is required
- **Spanish or other language fluency highly preferred**
- Valid driver's license and access to a reliable vehicle
- Excellent verbal communications, writing and interpersonal skills
- Good customer service skills and ability to work with volunteers
- Strong administrative skills including attention to detail, planning, coordination, and the prioritization and handling of multiple client files efficiently and effectively
- Aptitude for working independently and as part of a team
- Ability to work with individuals of diverse ages, races, ethnicities, faiths, abilities, and income levels
- Ability to work flexible days and hours, some Saturdays and evenings will be required
- Proficient in Microsoft Excel, Word, and Outlook
- Dedicated to the mission of home preservation