



HOMEBUYER EDUCATION INITIATIVE SPECIALIST

APPLICATION DEADLINE IS THURSDAY, JULY 29, 2021 AT 11:59PM

Division: Single Family Loan Operations
Reports to: Homebuyer Education Initiative Manager
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: 30
Monthly Salary Range Minimum: \$3,365
FLSA Classification: Non-Exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Provides technical support to the overall administration of the Homebuyer Education Initiative (HBEI).

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Maintains the HBEI Database to include class and client pipeline, data and activity reports, web trainer list and web calendar of HBEI class schedules.
- Communicates with Consumers, Lenders, Realtors and Homebuyer Education trainers as needed.
- Assist HUD clients through triage and intake process and work directly with HUD counselors to ensure all required documents are ready for a counseling session
- Provides internal quality assurance for HUD files and client management system data to enhance compliance
- Assists HBEI Payments & Reporting Coordinator with annual HUD sub-grantee and affiliate monitoring audits and frequent quality control measures to ensure compliance.
- Assists in promoting the importance of HBEI education throughout the state by serving as a resource to answer questions, responding to inquiries, and explaining program aspects, including during various training sessions such as those presented by other THDA staff.
- Participates in THDA training presentations related to HBEI through state, county and local resources or venues.
- Maintains trainer identification list.
- Assists with the State of Tennessee Employee Partnership Initiative (STEP IN) program, including communicating with consumers to provide discount codes and preparing reports.
- Maintains all THDA HBEI Program Guide Changes to include internal policies, procedures and forms to ensure compliance with the HUD Office of Housing Counseling
- Remains current with industry standards for HBE; identifies areas for improvement and communicates these to manager for consideration.
- Provides additional support to Single Family staff as needed.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED.
- Experience in Homeownership program activities, including homebuyer education and counseling, mortgage loan origination, lending and/or post-purchase activities; minimum of two years of experience preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to think critically, plan and organize details in order to carry out projects and coordinate events.
- Knowledge of the Homebuyer Education standards.
- Knowledge of non-profit Homebuyer Education organizational structures and operations.
- Familiarity in the practice of mortgage loan origination.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to adjust to frequent procedural change.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and ability to drive.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

BENEFITS: THDA offers an excellent benefits package: medical, dental, vision, and life insurance options; disability insurance; retirement plans; flexible benefit pre-tax accounts for medical, dependent care, transportation, and parking; annual leave and sick leave that begin accruing after the first month of employment; and 11 paid holidays per year. We also offer work-life balance opportunities through alternative work schedules, flexible schedules, and telecommuting.

State of Tennessee positions that may involve driving responsibilities require candidates to meet the following minimum driver qualifications:

- A valid driver's license
- For the past five years, the candidate's driving record must not have record of the following violations: driving under the influence (DUI), reckless driving, license suspension for moving violations, more than 4 moving violations

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION

PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS