

MIDPEN HOUSING JOB DESCRIPTION

JOB TITLE: Program Associate
DEPARTMENT: Hello Stewardship
SUPERVISOR: Program Director
FLSA STATUS: Exempt
PREPARED: March 2016

Mission and Values

MidPen Housing is a non-profit organization that develops high-quality affordable housing communities, professionally manages the properties in those communities, and provides services to residents. The three affiliated corporations are MidPen Housing Corporation, MidPen Property Management Corporation and MidPen Resident Services Corporation.

To provide safe, affordable housing of high quality to those in need; to establish stability and opportunity in the lives of residents; and to foster diverse communities that allow people from all ethnic, social and economic backgrounds to live in dignity, harmony and mutual respect.

We have established a list of core values which guide our work and culture: how we treat one another, our residents and our partners. We believe that upholding these values will help MidPen achieve operational excellence and will create an environment where employees feel valued and inspired to their best work. Our values are Integrity, Collaboration, Accountability, Respect and Excellence (ICARE).

Summary:

Hello Stewardship provides a wide range of services for local government through the professional management of Below Market Rate (BMR) homeownership and rental programs. Hello Stewardship also provides direct services to market-rate developers to ensure fair marketing and sale of affordable homes developed as a result of inclusionary housing policy. BMR homeownership services include program (re)design and refinement, annual compliance monitoring, marketing and education for aspiring homeowners, calculation of affordable sales prices and rents, assessing homebuyers for eligibility, approving & processing refinances and nurturing a pool of qualified lenders and title companies. BMR rental services include annual compliance monitoring, assessing tenants for eligibility, identifying qualified tenants as units turnover, and coordination with property managers for rental developments produced as a result of inclusionary housing policy.

Under the supervision of the Program Director, the Program Associate fields all program inquiries and provides administrative support to the Program Managers and Program Director.

Job Description:

- Fields calls and provide education to aspiring homeowners seeking to purchase newly-constructed affordable homes within market-rate developments;

- Fields calls and provide education to the general public seeking affordable housing; research potential resources based on their location and needs and make introductions;
- Coordinates with Program Managers and R&D team to help achieve various department requests and goals;
- Onboards new Stewardship contract portfolios of Below Market Rate (BMR) homes and down payment assistance loans by digitizing and organizing all documents, identifying missing documentation and extracting key pieces of data to be uploaded and tracked in HomeKeeper;
- Uses HomeKeeper (a Salesforce platform) to update, monitor and track key data points of applicants, owners, properties and loans;
- Administers and manages waitlist(s) by performing initial eligibility screening, corresponding with waitlist members and performing annual updates;
- Connects callers to external resources, as appropriate;
- Performs research for special projects, such as Housing Element research, exploring marketing partners for sales campaigns and property profiling;
- Represents Hello Housing at housing-related events, workshops and trainings; and
- Performs basic office management (managing office supplies, phone service and internet services).

Performs other assignments as requested.

Qualifications:

- Bachelor Degree required.
- Minimum one year of work experience in a professional environment. One to three years with real estate, administrative or social work experience preferred.
- Strong communication and interpersonal skills (both written & verbal). Bilingual proficiency in Spanish or Mandarin a plus.
- Empathy for others (a must for good client service).
- A natural desire to help people (both internal & external).
- A sense of humor (also a must for good customer service).
- Commitment to the mission and vision of Hello Housing.
- The ability to keep a lot of details straight and top of mind in order to work efficiently.
- Ability to satisfactorily pass a background screening and fingerprinting clearance.
- Demonstrated computer skills, proficient in using CRM software (Salesforce), Microsoft Office (Excel, Word, PowerPoint, etc.), and other needed software.
- Ability to travel as needed to service Hello Stewardship contracts.
- Must have valid California driver's license, reliable transportation, and proof of current auto insurance policy.

My signature states that I have read and understand the requirements of this position.

Signature _____

Date _____