



MIDPEN HOUSING JOB DESCRIPTION

JOB TITLE: Program Manager
DEPARTMENT: Hello Stewardship
SUPERVISOR: Program Director
FLSA STATUS: Exempt

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 Manager is responsible for the day-to-day management of specific Hello Stewardship contracts.

Job Description:

- Provides active management of portfolios of Below Market Rate (BMR) homes and Down Payment Assistance (DPA) loans for multiple cities which includes marketing affordable homes, calculating affordable prices; assessing applicants for eligibility; coordinate with lenders and title companies; and helping aspiring homebuyers and existing homeowners navigate complicated programs;

- Utilizes HomeKeeper, a Salesforce platform, as their workflow and data management tool;
- Presents educational workshops to aspiring homeowners and existing BMR homeowners about the program requirements and process;
- Shares homeownership opportunities as they arise with Hello Housing’s interest list (via Stay Connected);
- Ensures Hello Housing’s website content for portfolio cities is current, clear and informative;
- Responds to City requests for information;
- Tracks billable activities as provided for in BMR contracts with cities;
- Works with Program Director to renew annual contracts, making changes to scope or pricing as needed;
- Supports Program Director in Inclusionary Sales campaigns (selling brand new affordable homes on behalf of market-rate developers); and
- Represents Hello Housing at housing-related events and trainings.

Performs other assignments as requested.

Qualifications:

- Bachelor’s Degree required.
- Prior work experience in a real-estate related field (e.g. title company, lending, paralegal, real estate development, nonprofit housing) required.
- Three years’ experience in a professional work environment preferred.
- Excellent written and verbal communication skills. Proficiency in Spanish or Mandarin a plus.
- Familiarity with Salesforce a plus.
- 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.
- Commitment to the mission and vision of Hello Housing.
- 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 _____