



HOMEBUYER PROGRAM SPECIALIST – HOMEBUYER PROGRAMS

Housing Trust is looking for exceptional people who believe that safe, stable affordable housing opens the door to better living for everyone. We embrace diversity. We nurture it and we thrive on it because it benefits our organization, our partners, and our community. We are seeking a mission and results driven individual for an amazing opportunity to support our First-Time Homebuyer Program as a Homebuyer Program Specialist.

Are you committed to making a positive impact on one of the most serious crises facing our region? Are you analytical, dedicated, and mission driven? Do you take pride in your work and thrive in a collaborative environment with people who also exhibit these qualities? If so, Housing Trust is the place for you. This is an ideal opportunity for someone who works independently; enjoys working on a variety of projects; takes ownership of coordinating and delivering results, including an impact on the bottom line; and is interested in learning about affordable housing.

MISSION AND HISTORY

Housing Trust is leading the effort to create a strong affordable housing market in the greater Bay Area as one of the region's highest-volume nonprofit housing lenders. Serving people experiencing homelessness to renters to first-time homebuyers, we assist a wide range of residents with programs across the entire spectrum of housing issues. Since 2000, Housing Trust has cumulatively invested \$690 million – creating over 28,700 affordable housing opportunities serving over 53,800 of our neighbors. Housing Trust has led the way in engaging local corporations and foundations in investing hundreds of millions of dollars to work with us to bring more solutions to the market all while experiencing several years of high growth in our lending business.

At Housing Trust we are committed to recruiting, retaining, and promoting a workforce which reflects the communities we serve. We believe differences in lived-experiences, cultural backgrounds, and diversity of thought are our strongest assets and contribute to our success.

POSITION OVERVIEW

The First-Time Homebuyer Program Specialist will report to the Homebuyer Programs Manager and play a critical role in the success of our First-Time Homebuyer programs. This position will be the first point of contact for potential homebuyers, lenders, and community partners, and will represent Housing Trust at various events. The position will focus on key educational, administrative and outreach tasks to support the success of our downpayment assistance programs and will be key in delivering an exceptional customer experience to potential First-Time Homebuyers. Primary responsibilities include but are not limited to the following:

KEY RESPONSIBILITIES

Client Education

- Manage a caseload of clients interested in becoming homebuyers.
 - Inform homebuyers about program guidelines and requirements; and educate them about the home purchasing process and mortgage financing with our down payment assistance programs.
 - Provide one-on-one education and guidance to applicants at every stage of the process from pre-screening to application submission, obtain any missing or incomplete information; and

assist with filling out required disclosures or help with uploading documents on the secure platform.

Interest Forms, Pre-screening, and Pre-Purchase Review

- Manage interest forms and pre-screenings for homebuyer programs:
 - Process homebuyers' interest forms; review household and financial information; pre-determine if homebuyers meet eligibility requirements to move to the pre-approval process.
 - Create and maintain up to date and accurate records of homebuyer interaction, progress, and outcomes in customer relationship management (CRM) database and provide various reports.
 - Collaborate with loan processors and underwriters to ensure a seamless and effective onboarding process of applications.
- Answer general inquiries about the homebuyer programs, including eligibility requirements, qualifications, benefits, and application process from homebuyers, realtors, lenders, and other community housing partners.

Presentations, Webinars/ Workshops, Outreach and Marketing

- Coordinate, facilitate and/or lead virtual and in-person, community outreach events; prepare presentations, training, and workshops of Housing Trust's down payment assistance programs, for homebuyers, lenders, and realtors.
- Manage event logistics including scheduling, preparing materials, setting up webinars, drafting e-blasts, managing registrations, answering inquiries, securing venues, etc.
- Provide post-event follow-up, including updating participant databases, posting/emailing presentation slides, resources, surveys, etc.
- Track and report participation, inquiries, and outcomes for program reporting purposes.
- Collaborate with other organizations to promote homebuyer programs and homeownership opportunities in the community.
- Work closely with the manager, as well as the Development and Communication team, to ensure outreach and marketing campaigns are coherent and impactful.
- Represent Housing Trust at community and partner events to promote homeownership opportunities.

Program and Administrative Support

- Assist in the development and maintenance of program forms, FAQs, and reference materials.
- Keep abreast of the latest local, state, and federal down payment assistance programs, as well as other resources available to homebuyers and current issues in the home-buying market for low and moderate-income buyers.
- Support quarterly reporting and data collection for the homebuyer programs.
- Contribute to process improvements, client communications, and outreach strategies.

QUALIFICATIONS

- Bachelor's degree in human services, business, or related field.
- Three (3) to Five (5) years of relevant experience in affordable housing, mortgage lending, or real estate, and a minimum of two years of direct experience in housing counseling, or homebuyer education programs. Nonprofit or financial institutional experience strongly preferred.

- Intermediate level understanding of housing counseling program components, homeowner assistance programs, mortgage financing, the home purchasing process and local, state, and federal down payment assistance programs and resources.
- Strong computer literacy skills. Proficient in Microsoft Word, Excel, Outlook, Adobe Acrobat, Power Point and familiar with CRM (Salesforce) and File Sharing (Box) systems.
- Strong customer service and presentation skills required.
- Strong writing, analytical and verbal communication skills required.
- Proficiency in verbal and written Spanish or Vietnamese, desirable.
- Strong time management, organizational skills, and ability to manage multiple tasks while exhibiting strong attention to detail and a high level of accuracy.
- Ability to respond quickly and effectively to changing demands while continually delivering high performance and meeting deadlines.
- Ability to work effectively in a team environment and collaborate across various levels of diversity including race, color, national origin, ancestry, sex, marital status, disability, religious or political affiliation, actual or perceived gender identity, age, or sexual orientation.
- Embrace a work culture that celebrates creativity and innovation. Operate with the highest degree of integrity.
- Must hold a valid driver's license.

COMPENSATION

Housing Trust offers a competitive compensation package, including a bonus plan and benefits. This is a non-exempt, full-time position. The annual salary range for this position is \$70,000 to \$85,000.

Our total compensation package includes the following:

Medical, Dental, and Vision benefits fully covered for employees and 50% for eligible dependents.

401K employer contribution at 3% and additional match up to 2%.

3 weeks of paid vacation, twelve paid sick days, eleven paid holidays, and paid year-end shutdown.

End of year bonus, tuition reimbursement program and more...

Housing Trust is an equal opportunity employer to all regardless of race, color, national origin, ancestry, sex, marital status, disability, religious or political affiliation, actual or perceived gender identity, age, or sexual orientation. Our goal is to attract and retain a workforce at all levels that reflects the communities we serve.

APPLICATION PROCESS

Applications for this position are being managed through our external recruiting partner. Interested applicants should apply via the application page here: [Homebuyer Program Specialist - Housing Trust of Silicon Valley in San Jose, California | Careers at San Jose, CA 95112](#). Applications will be accepted through **November 22, 2025**.