Position Description - HomeOwnership Center Manager

Job Type: Regular, Full-Time, Salaried
Status: Exempt
Expected Hours and Place of Work: This is not a remote position. The incumbent works full-time (40 hours per week) from the Orange, CA office of NeighborWorks Orange County (NWOC), where the office hours are Monday-Friday 8:30 am-5:00 pm, and some evenings and weekends as necessary for optimal business function.
Starting Yearly Wage Range: $95,000-$105,000 (dependent on experience, education, and market factors)

Supervision Received and Exercised
  Reports to: Helen O’Sullivan, President/CEO
  Supervises: HomeOwnership Center staff

Position Summary: The HomeOwnership Center Manager is responsible for developing and managing a one-stop shop where prospective homebuyers can access all the services required to achieve the highest level of success when shopping for, purchasing, rehabilitating, maintaining, and managing a home. The Manager establishes overall objectives for the Center and develops a comprehensive plan to include performance measures and a timeline for meeting incremental benchmark goals and achieving the overall objectives. Home ownership production is of paramount importance in establishing the overall objectives of the Center.

The Manager implements and oversees the service delivery system and internal controls to ensure that the Center operates in an organized, coordinated, and efficient manner. He or she provides leadership and guidance to the staff to achieve these ends. The Manager develops and implements comprehensive strategies for enlisting investing partners and nurtures such interests. The Manager also conducts periodic system and staff reviews to assure the highest quality customer service and adherence to the standards set forth in the NeighborWorks® HomeOwnership Center Memorandum of Understanding (MOU).

Essential Functions:
  • Establishes long-term objectives for the Center and develops a comprehensive plan, timeline, and performance measures for meeting such objectives.
  • Implements and manages an effective and efficient service delivery system that produces a pipeline of prospective homebuyers and continuous flow of mortgage-ready homebuyers.
  • Implements an outreach and marketing strategy designed to expand and broaden the target customer market, appeal to prospective partners, and establish the NeighborWorks® HomeOwnership Center as the “first-stop” source for all families who wish to become homeowners.
  • Serves as the Organization’s Broker of Record with the California Department of Real Estate
  • Implements a comprehensive lending compliance and Quality Control plan to ensure compliance of NWOC originated products with lending regulations.
  • Ensures timely accurate reporting to investors, regulators, NeighborWorks America and Department of Real Estate as required.
  • Acts as the liaison to the Center’s advisory committee and provides them with periodic management reports to include performance, cost analysis, and overall financial information.
  • Develops and implements a comprehensive strategy for enlisting investing partners from all sectors of the community.
  • Assumes accountability to investing partners and responsibility to fulfill mutual interests.
  • Nurtures the relationships with investing partners by facilitating periodic investor committee meetings to evaluate strengths and weaknesses, and by maintaining regular communication between partners and staff.
  • Maintains the standards of practice, policies, and procedures for successful operation of the Center.
• Oversees and manages the customer flow from intake through closing.
• Conducts periodic system reviews to identify weaknesses and inefficiencies, monitor customer retention along the home buying continuum, and assure the highest-quality service to the customers and partners. Refines the systems as necessary to improve the outcomes.
• Promotes and maintains communication with all staff and departments.
• Consistently motivates staff in a positive manner and establishes a team approach to reaching benchmark goals and long-term objectives. Regularly encourages staff participation and input into decision making and goal setting.
• Creates an environment that stimulates professional growth and development of staff. Demonstrates the ability to capitalize on staff members’ unique strengths. Leads by professional example.
• Holds staff accountable for responsibilities inherent to their positions.
• Conducts timely staff performance evaluations, establishes performance criteria, and assists staff in identifying goals and developing action plans for achieving them.
• Maintains a sufficient quota of qualified and well-trained personnel to operate the Center and anticipates needs for increasing staff.
• Monitors and adjusts the Center’s staffing levels as necessary to meet established objectives, provide high-quality customer service, and maintain proper balance between efficiency and production.
• Oversees and ensures that appropriate protocols are followed for the accounting and file maintenance functions of the Center.
• Ensures that the Center meets the highest standards for delivering comprehensive homebuyer education and individual counseling.
• Develops and implements innovative lending systems that include a broad array of loan and down-payment assistance options and a systematic approach for matching customers with the products that best suit their needs.
• Assists with developing and implementing a comprehensive cost-recovery plan and fee structure to create sustainability and produce revenue.
• Prepares the annual budget for the HomeOwnership Center.
• Ensures that the office environment and physical space lends themselves to high-quality customer service and confidentiality.
• Manages the maintenance, and upgrades as needed, of all equipment and tracking systems.
• Develops and implements proper procedures and internal controls necessary to maintain the security of all systems and confidentiality of all records.
• Fosters community development through neighborhood events aimed at increasing exposure, publicity, and name recognition for the Center’s activities.
• Meets or exceeds all goals established by the President/CEO.

In All Activities
• Completes all work within established deadlines.
• Systematically, frequently, and consistently collects and logs various types of data and documents related to NWOC’s HomeOwnership Center; presents reports from this data to the President/CEO and other staff as requested.
• Complies with all contracts, investor requirements, applicable laws and regulations, and NWOC policies and procedures.

Marginal Functions
• Provides support to other departments as needed.
• Works with vendors, contractors, and consultants to achieve departmental goals, as needed and available.
• Provides general support to the President/CEO and designated staff as requested.
• Performs all other duties deemed necessary by the advisory committee or executive director.
Position Requirements

Education/Experience

- Bachelor’s degree in finance, business, or related field.
- Familiarity with FNMA, FHLMC, and conventional underwriting requirements.
- More than five years of management experience with preference for experience in the start-up phase of a business.
- More than three years of experience in home ownership lending.
- Community-based nonprofit experience at a management level.
- Familiarity with the NeighborWorks® Full-Cycle Lending™ concept and the NeighborWorks® HomeOwnership Center Memorandum of Understanding (MOU).
- Expert knowledge of Windows operating system and Microsoft Office.
- Familiarity with loan origination, processing, and servicing software systems.
- Accomplishments that reflect the ability to take a proactive approach, exercise professional judgment, and make sound decisions.
- Experience and contacts in Orange County preferred.
- Experience working at a NeighborWorks affiliate organization preferred.

Skills/Personal Qualities

- A dynamic personality and attitude that is people focused. Skills in articulating ideas and concepts to build consensus around mutual goals and benefits.
- Strong analytical, systems and problem-solving skills in order to evaluate performance, prepare reports, and recommend and implement solutions using independent judgment.
- Demonstrated ability in developing and motivating a team to meet or exceed objectives.
- Effective public speaking skills.
- Leadership skills that reflect teamwork, integrity, effectiveness, efficiency, and the ability to deliver high-quality customer service.
- Ability to work with customers, partners, and staff of diverse backgrounds.
- A positive, optimistic, goal-oriented attitude.
- Creative and practical. The ability to develop those skills in others to increase efficiency in troubleshooting when challenges arise.
- Ability to handle multiple projects simultaneously while overseeing day-to-day operations and continuing to meet or exceed goals.
- Demonstrated project management skills, including the ability to manage and prioritize multiple tasks.
- Professional verbal and written communication skills.
- Ability to work as a leader and as part of a team.
- Ability to accomplish goals and produce valuable results with minimal supervision.
- Ability to inspire, train, motivate, challenge, and supervise staff, including but not limited to employees and volunteers.

Licensure/Certifications

- Valid California Department of Real Estate Broker’s License and NMLS endorsement on DRE license
- DE Underwriter or equivalent

Physical and mental demands: In the course of performing this job, the incumbent:

- Constantly operates a computer and other office productivity machinery such as a calculator, copy machine and computer printer.
- Must be able to remain in a stationary position at least 2/3 of the time.
• Frequently moves about inside the office or at meetings/events to access people, file cabinets, office machinery, etc.
• Constantly communicates with staff, borrowers, and external business partners. Must be able to exchange accurate information in these situations.
• Must be able to inspect paper and electronic documents and accurately communicate their contents and connotations to various individuals.
• Must be able to detect approaching visitors and recognize community partners and staff.
• Will be required to drive an automobile or use public transportation to attend local meetings, conferences, and/or trainings.

Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

**Working environment:** This job operates in a professional office environment, with occasional travel to meetings or trainings in local offices, conference centers, and other public locations.

*NeighborWorks Orange County is an Equal Opportunity Employer and does not discriminate on the basis of race, gender, ethnicity, religion, national origin, age, disability, veteran status, or on any other basis prohibited by law.*

NeighborWorks Orange County reserves the right to modify, interpret, or apply this job description in any way the organization desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employment relationship remains “at-will.”

*Date created/last revised: February 3, 2020*

**Supervisor approval:** I have read and agree that the content of the above position description applies to this position, currently held by the employee named above.

________   _____________________________ _____________________________
Date   Supervisor’s Name    Supervisor’s Signature

**Acknowledgement of employee receipt and understanding:** I have read and understand the above description of my position.

________    _____________________________ _____________________________
Date   Employee’s Name    Employee’s Signature