

COMMUNITY HOUSING SOLUTIONS JOB DESCRIPTION

Position Title: Client Services Coordinator

Reports to: Executive Director

Job Summary:

This position works with low-income homeowners to assist them in receiving home repair services. This involves being an advocate for them during the process towards approval for services by determining eligibility, maintaining accurate files, and getting contracts signed. The position is also the Community Housing Solutions' liaison to other community agencies or nonprofits that may have clients who need a home repair.

Responsibilities:

- Develop a professional client relationship with homeowners who are interested in applying for a home repair to understand the client's greatest needs.
- Completes Home Repair Application process with the client for home repairs to confirm eligibility for program based upon application, income documentation and the types of home repairs being requested.
- Manages eligible clients through the home repair process prioritizing assessments with Home Repair Manager to meet annual goals.
- Leads and facilitates monthly Home Repair Committee meeting to present qualified clients for approval of their home repair request.
- Meets with clients to present and explain home repair work order, home repair contract, and promissory note answering any questions before executing the contract agreements.
- Review client files to verify compliance with policy and funder requirements.
- Enters data and updates in the online client database to document the progress of the client through the home repair process.
- Refer clients with additional needs to other nonprofits or community agencies that provide the services.
- Educate and update the community, nonprofits and other service agencies that may have homeowners who are eligible and most in need of home repairs by meeting and speaking to these organizations.
- Works together as a team with Program Specialist cross-trained and available to support one another with clients in the Home Repair Program.

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Relationships

Internal: Community Housing Solutions Staff and Board

External: Homeowners, Government Agencies, Nonprofit Organizations

Qualifications

Education:

- A high school diploma or GED required.
- Associate or bachelor's degree preferred.

Experience:

- Working in affordable housing field or with organizations serving low-income and diverse communities in Guilford County.
- Providing services to older adults or disabled individuals
- Explaining legal documents and promissory notes

Skills:

- Strong customer service skills, especially as a good listener and a strong desire to help others.
- Excellent organizational skills to handle multiple priorities.
- Sales and negotiation skills to seek mutual agreement on expectations and costs.
- Public speaking and presentations to community groups.
- Proficient in Microsoft Office to include Word, Excel, and PowerPoint.

Physical requirements (if applicable):

- Must have a valid driver's license.

Hours of Work: Full-time position working 40 hours per week on a five-day work schedule from 8:00 am to 5:00pm Monday-Friday with some occasional weeknight and Saturdays.

Revised: April 1, 2021