NOTICE OF JOB POSITION OPENING

Date Posted: 8/31/2020

POSITION TITLE: Homebuyer Coordinator
LOCATION: HomeOwnership Center 500 S 15th St. McAllen TX 78501
REPORTS TO: HUD Certified Sr. Homebuyer Advisor
PAY RANGE: Pay Grade A ($21,840 - $32,760)

PRIMARY PURPOSE:
To ensure that the service-delivery system operates smoothly from customer intake through customer closing and beyond. To provide high-quality customer service to all individuals who come into or call AHSTI’s NeighborWorks® HomeOwnership Center efficiently and expeditiously and in accordance with established policies and procedures. To provide support to the Director of Homebuyer Development and center based Operations staff.

RESPONSIBILITIES:
- Provides the highest degree of customer service when working with customers and business contacts.
- Provides administrative support to the Director of Homebuyer Development and staff.
- Answers the telephone and returns voicemail messages promptly.
- Creates and sends out confirmation letters to customers scheduled for group sessions.
- Makes reminder calls to customers scheduled for group sessions and maintains the customer-communication log.
- Makes reminder calls or emails to schedule appointments for Counselors.
- Creates and send out follow-up letters to clients.
- Assists with the preparatory tasks and logistics for group education sessions and orientation.
- Assists the Director of Homebuyer Development and HB Advisors in maintaining customer files.
- Assists in maintaining inventory an adequate stock of supplies.
- Recommends improvements in products and procedures as necessary to ensure the optimum efficiency and effectiveness of the service-delivery system.
- Assist events and Homebuyers Fair.
- Assist with group educational class, scheduling speakers, etc. as needed.
- Assist gathering documents for EDS as needed.
- Back up to the Customer Service Representative as needed.

EDUCATION/CERTIFICATION/EXPERIENCE:
1. High School Diploma from an accredited high school or equivalent.
2. Two years’ college coursework from an accredited college/university preferred.
3. Minimum of two years’ experience in the area of customer service and clerical management duties
4. Valid, current and non-restricted Texas Driver’s License required.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:
1. Fluent in Spanish and English languages in both written and verbal styles.
2. Advanced Microsoft Excel and Word skills.
3. Ability to quickly learn other software products as implemented in the Company and department.
4. Ability to handle multiple projects/files at one time in an efficient and effective manner.
5. Excellent interpersonal skills necessary to positively represent the agency and to interact professionally with all employees, customers and outside entities.
6. Excellent organizational and communication skills.

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