

AmeriCorps Member – Programs and Services Associate

Living Allowance: \$15,500

Education Award: \$6,345

Reports to: Homeowner Development
Manager
National Service Program
Manager

Start Date: Wednesday, September 1, 2021

End Date: Friday, August 12, 2022

Schedule: Monday – Friday (with frequent
evening and/or Saturdays)

additional benefits

In addition to the living allowance and Segal Education Award, members receive a \$35/month cell phone allowance, \$200 clothing allowance, health insurance, and may have access to childcare reimbursement and an affordable housing option (\$200/month). Additionally, members receive extensive training and professional development opportunities.

position summary

The Programs and Services Associate provides support to the Financial Coaching Program, Homebuying Program, and Post-Purchase Services to deliver desired program outcomes and objectives with a focus on providing an excellent customer service experience. This dynamic position will involve interaction and engagement with both prospective and current program participants as well as Habitat homeowners. The P & S Associate will have an opportunity to participate in special projects that will assist in providing better and more efficient program delivery and services to clients and homeowners.

essential responsibilities

Financial Coaching and Homebuying Program Support

- Assist program participant intake process for Financial Coaching and Homebuying programs
- Provide excellent customer service and program delivery through response to phone calls and emails from prospective and active program participants (with opportunities for face-to-face meetings as conditions allow)
- Request and review required documentation from program participants
- Update and maintain clear and accurate client records in HomeKeeper CRM

Homeowner Engagement Services and Support

- Support Homeowner Engagement Coordinator in the delivery of services and support to Habitat homeowners by triaging homeowner inquiries and phone calls
- Guide Habitat homeowners through potential home maintenance and repair processes and/or contractor hires
- Assist homeowners in accessing Maintenance Fund account, processing and tracking requests in a timely manner, and responding to balance inquiries
- Assist Homeowner Engagement Coordinator in planning of Habitat events, including but not limited to: network or family engagements, community events and post-purchase trainings (virtual and in-person as conditions allow)

Project Management

- Provide support to Programs and Services and staff to carry out cross-departmental projects and outreach initiatives.
- Participate in and support special projects as needed.
- Processes, input, coordinate data entered into database and spreadsheets for accuracy.

Participate in AmeriCorps-related activities as assigned

- Attend orientation at beginning of service
- Attend AmeriCorps civic engagement retreats and team meetings
- Participate in scheduled affiliate, program and statewide AmeriCorps events

essential qualifications

- 18 years of age or older
- A U.S. Citizen or U.S. National or a lawful permanent resident
- High school diploma or GED required, Associate or Bachelor's degree or a training certificate preferred
- Not served two terms of service within AmeriCorps already (with some exceptions)
- Possess a valid driver's license with a good driving record
- Successfully pass background, sex offender and FBI fingerprint checks

preferred experience

- Experience in homeownership processes, home maintenance, home repairs, warranties or Homeowner Associations helpful but not required
- Bi-lingual or fluent in Oromo, Amharic, Somali, Hmong, or other languages helpful but not required
- Effective interpersonal skills and intercultural communications skills working with a variety of people and personalities, including diverse races, cultures, and economic backgrounds
- Ability to work independently and be resourceful to problem-solve unique situations
- Communicate clearly and effectively both orally and in writing
- Multi-tasks and ensures own service assignments are completed within established deadlines
- Ability to respond well to change in assignments, duties, and direction
- Possess thorough, organized, detail-oriented, and accurate approach to duties
- Ability to serve as a part of a team, being available as needed
- Proficient in Microsoft Office Suite

service environment

40-hour/week, with some evenings and weekends as needed.

Essential physical requirements

- Hear and speak to communicate with others
- Sit at a desk and use a telephone and computer for extended periods of time
- Move throughout the office, construction site, or off-site location
- Independently operate a motor vehicle

affirmative action and equal opportunity employer

The Minnesota Habitat for Humanity AmeriCorps Program will take Affirmative Action to ensure that all employment practices are free of discrimination. Such employment practices include, but are not limited to, the following: recruitment, employment advertising, selection, hiring, upgrading, promotion, demotion, transfer, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training and apprenticeship opportunities. Reasonable accommodations will be made for qualified individuals with known disabilities for interviews and for service positions. The Minnesota Habitat for Humanity AmeriCorps Program strives to engage men and women from a wide variety of cultures, races, educational backgrounds, socioeconomic statuses, ages and abilities.

To apply, please submit your resume by email to AmeriCorpsProgram@tchabitat.org