

Nevada Affordable Housing Assistance Corporation (NAHAC)

JOB DESCRIPTION

POSITION TITLE: Outreach Coordinator **STATUS:** Non-Exempt / Hourly

REPORTING RELATIONSHIP: Call Center Manager / Payroll Manager

POSITION SUMMARY:

The Outreach Coordinator represents NAHAC in the community and interacts directly with HUD-approved housing counseling agencies (HCAs), mortgage servicers, elected officials and their staffs, and homeowners inquiring about Nevada Hardest Hit Fund[®] (NVHHF) programs with basic questions and/or concerns. The Outreach Coordinator also is responsible for resolving any issues the HCAs may encounter during the processing of homeowner applications in NAHAC's enterprise software system (NMAS). This position is accountable for delivering quality customer service, efficient response times, and accurate information to all outside entities.

RESPONSIBILITIES AND DUTIES:

- Responsible for managing and training HCAs on the proper procedures and techniques to process applications in NAHAC's enterprise software system (NMAS).
- Develops and maintains HCA training and outreach event schedule and ensures that service delivery is performed according to NAHAC's mission, policies and procedures, and service philosophy. Coordinates planning and resource allocation with HCAs to ensure successful outcome for outreach events.
- Develops training programs/tools to maintain up-to-date procedural information for HCAs on NAHAC's policies, procedures and NVHHF programs.
- Represents NAHAC at community outreach events involving HCAs, servicers, elected officials and the general public.
- Responsible for monthly reconciliation of tiered compensation payments due each HCA for processing applications for assistance in NAHAC's enterprise software system (NMAS).
- Assists in preparation of reports and presentations as required by NAHAC management and Board of Directors.
- Knowledgeable in NVHHF policies and procedures, program guidelines, and term sheets; stays informed of NVHHF program changes and guidelines; communicates changes to HCAs in a timely manner.
- Develops and maintains expert knowledge of the organization's enterprise software system (NMAS) to effectively assist HCAs in resolving system-related issues in processing applications for mortgage assistance.
- Liaises with supervisors, managers, and third parties to gather information in order to effectively resolve issues.
- Ensures all inquiries, issues, and concerns are handled in a timely, friendly, and professional manner. Escalates issues as necessary.
- Provides support to management in the performance of other duties as required.
- May be called upon to perform other business-related duties and to assist in other areas of the organization as required.
- Works independently within clear guidelines and established organizational policies and procedures.

- May be required to attend out of area training, meetings, and seminars. Adheres to established policies and procedures.

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor’s Degree preferred. Demonstrated performance and work experience may be a substitute for educational requirements.
- Strong organization and communication skills, both oral and written; attention to detail.
- Proficiency in Microsoft Excel, Outlook, PowerPoint, and Word.
- Strong analytical and problem solving skills; ability to identify, analyze and resolve issues in a timely manner.
- Excellent interpersonal skills. Ability to effectively interact with HCAs, mortgage servicers, elected officials, homeowners and the general public.
- Ability to exercise independent judgment and make sound business decisions effectively.
- High degree of personal organization and time management skills. Ability to multi-task under tight timeline constraints, including ability to prioritize and perform successfully in a fast-paced environment.

PHYSICAL DEMANDS:

- The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.
- The individual is required to regularly sit at a computer and enter data for extended periods of time.
- The individual is required to listen and talk to individuals and before groups in the performance of the job.
- The individual is regularly called upon to deal with stressful situations and a high work volume.
- The individual is regularly required to stand, walk and drive for extended periods of time.
- The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms.
- The individual is occasionally required to lift up to 25 lbs.
- Position may require some travel and scheduling flexibility.

JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated _____. The job description describes duties and responsibilities, which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

Please keep a copy for your records.

DRAFT