

Community Connection of Northeast Oregon, Inc.

Position Description

HOUSING COUNSELOR

Level I – Salary Range 17 (\$18.44 - \$26.83 per hour)

Level II - Salary Range 19 (\$19.30 - \$28.08 per hour)

Position Classification
Salary Hourly -----X Overtime Exempt Overtime Non-Exempt --X Safety Sensitive

GENERAL STATEMENT OF DUTIES

Provide staff support for the Housing Resource Center. Work closely with the Housing Resource Center Manager and with clients. Perform record keeping, data entry, reporting, marketing, and logistical support. Perform pre-purchase and financial capability counseling. Teach asset and financial education classes.

SUPERVISION RECEIVED

Works under the supervision of the Housing Resource Center Manager.

SUPERVISION EXERCISED

This position has no supervisory responsibilities.

TYPICAL EXAMPLES OF WORK (Any one position will not usually involve all the duties listed, and many positions involve duties that are not listed.)

1. Perform pre-purchase and financial capability counseling.
2. Recruit IDA clients for all asset classes.
3. Provide asset and financial counseling for IDA clients.
4. Assist with scheduling appointments and send appointment reminders to clients.
5. Assist clients with intake forms and on-line applications.
6. Process client files and enter information into the client management system.
7. Monitor status of client applications on applicable program websites for accuracy and completion and follow-up as needed.
8. Assist Housing Resource Center Manager with public educational classes such as *Becoming a Rental Superstar*, *Building Your Budget* and *Homebuyer Education* workshops, which will include occasional Saturdays.
9. Perform marketing and outreach including social media and networking.
10. Assist Housing Resource Center Manager with required reporting.
11. Update the procedures manual as needed.

12. Provide general clerical support to the Housing Resource Center Manager.
13. Other duties as assigned.

REQUIRED EDUCATION AND TRAINING (Including Accreditation and/or Licensing)

- ~ High School diploma or GED certificate required.
- ~ High School or college level training in secretarial and bookkeeping skills is highly desirable as is one year of related work experience and being comfortable with public speaking.
- ~ Any satisfactory equivalent combination of experience and training, which ensures the ability to perform the work, may be substituted for the above.
- ~ Other training as needed.
- ~ Valid Oregon driver's license is required.

Level I Certifications

- ~ Obtain Homeownership Counseling certification (REQUIRED to qualify as Housing Counselor)
- ~ Obtain HUD Certified Housing Counseling certification (REQUIRED to qualify as Housing Counselor)

Level II Certifications

- ~ Foreclosure Avoidance Counseling Certification (Within 2 years)
- ~ Train the Trainer Certification (Preferably within 2 years and as certification class is offered)
- ~ Rental Counseling Certification (Within 3 years)

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

the body of information you have that can be applied in helping you to do the job

- ~ Knowledge of HUD and NeighborWorks Center for Homeownership Education (NCHEC) as the standards in this industry.
- ~ General knowledge of standard office procedures and operation of office machines

Skills:

the quantifiable and measured handling of things, data or people, either verbally, manually, or mentally to accomplish an objective

- ~ Strong in general mathematic and English skills
- ~ Critical thinking and analytical skills. Must be self-directed, have good time management skills, and good communication skills.
- ~ Typing skills of 30-40 wpm.
- ~ Proficient in the use of a calculator and various computer programs such as Microsoft Office Suite (Word, Outlook, Excel) and client management systems.

Abilities:

the capacity to perform or to express a given skill

- ~ Demonstrate the ability to apply the required knowledge and skill listed to a positive work outcome.
- ~ Must have the ability to manage extensive record keeping functions.
- ~ Ability to follow written and oral instructions, organize work and complete assignments in a neat and timely manner
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- ~ Ability to work pleasantly and professionally with the public and other staff members on the phone and in person.
- ~ Must exercise appropriate measures to ensure client confidentiality.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- ~ Position predominantly requires sitting but will also include the following: standing, walking, bending, lifting, carrying, and kneeling.
- ~ Ability to lift up to 35 lbs. to move file boxes or office equipment, as needed.
- ~ Noise environment is that of a quiet office environment. Frequent telephone use and in-office appointments may change this atmosphere.
- ~ Traveling to appointments and/or meetings may result in longer periods of sitting while driving or riding in a vehicle.

Must pass a pre-employment drug test and criminal history background check.

Community Connection is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

If you need assistance or an accommodation due to a disability, you may contact us at jobs@ccno.org or you may call us at 1-541-963-3186.
