

Essential Duties and Responsibilities:

General Responsibilities:

- Performs data entry into multiple databases to assist counselors to meet contract compliance.
- Prepares reports for weekly departmental meetings.
- Serves as point person for people who walk in looking for assistance from Community Programs managers and officers.
- Sends foreclosure prevention marketing letter to families at risk of losing their homes
- Completes Division of Banks reports
- Assists with NFMCC reporting and compliance checks
- Sets up Foreclosure Prevention folders
- Represents Urban Edge at community events
- Performs other data entry and tasks as needed
- Prepares classroom and class material for all CP education programs and manages supply of material such as copies, booklets, handouts.
- Pulls credit reports for counseling and Boot Camp class and as requested by counselors

Homeownership Responsibilities:

- Markets First Time Home Buyer classes.
- Attends all in person first-time homebuyer workshops to provide support with registration and data entry
- Uses CounselorMax and Salesforce to enter reporting data on FTHB participants
- Records data for other reporting purposes
- Prepares first-time homebuyer folders for classes and ensures the classroom is properly setup
- Performs other duties, which may from time to time be assigned.

Counseling Responsibilities:

- Pulls credit reports for counseling and for Credit Counseling Boot Camp Classes

Knowledge:

- Familiarity with activities programs and mission of CDCs.
- Familiarity with agencies and institutions involved in affordable housing and real estate brokerage businesses.
- Commitment to and experience in working in multi-cultural organizations and communities.
- Familiar with real estate and banking policies and practices.
- Familiar with agencies and institutions involved in housing in Boston.

Skills:

- Advance computer skills in Microsoft products; specifically Excel, word and power point.

- Ability to interact positively with the public and staff.
- Ability to communicate effectively and tactfully on the phone.
- Ability to handle a variety of tasks simultaneously and in a logical sequence.
- Demonstrated accuracy, timeliness, and follow-up on tasks
- Ability to work with and understand people of all ethnic backgrounds and understand the problems of the clients.
- Ability to work independently and to make judgments within the scope of the job
- Demonstrated ability to express thoughts, perceptions, and ideas clearly and concisely, verbally and in writing.
- Demonstrated competency in word processing, spreadsheets and database management.

Supervision Received/given:

- Reports to the Home Ownership Services Manager
- Assignments are received in both objective and task-oriented terms. Follows established procedures/policies/precedents.
- Work is reviewed for soundness of judgment and overall adequacy and accuracy.

Contacts:

- Works cooperatively with several departments within the organization.
- Works with the public on a regular basis requiring tact and discretion.

Working Conditions:

- Most work is in an office setting.
- Work requires moderate physical effort.

Qualifications:

Education:

- College degree preferred

Experience:

- At least 1 year of office experience.
- Fluent in Spanish preferred

Application Information

Please forward resume and cover letter to careers@urbanedge.org. You may also mail to Resumes at Urban Edge at 1542 Columbus Avenue, Roxbury, MA 02119.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.
