



## **Job Description** **Urban Edge**

**Updated: August 5, 2016**

**JOB TITLE:** Manager of Homeownership Services

**DEPARTMENT:** Community Programs

**REPORTS TO:** Director, Community Programs

### **OVERVIEW: Summary of Responsibilities:**

Works with the development staff to plan and implement housing development initiatives and activities that are beneficial to the community. Oversees the day-to-day operation of housing programs targeting homeowner support and services for first-time and existing homeowners.

**STATUS:** Full-Time exempt

**GRADE:** 5

### **Organizational Background**

Urban Edge is a community development corporation (CDC) committed to developing and sustaining diverse urban neighborhoods of choice populated by resilient families and sustained by a dynamic web of community relationships. We work primarily in Jamaica Plain, Roxbury, and surrounding areas. Our work results in community residents that are economically resilient and leaders of change, a built environment that is affordable, exemplifies good urban design and contributes to an environmentally sustainable community and a community where residents have increased access to a diverse range of needed resources and services. Our major program areas are community building and organizing, community programs, asset building, and development of high-quality, high-impact affordable rental and owner housing as well as educational and recreational facilities for youth and families. Since its founding in 1974, Urban Edge has grown from a small nonprofit homeownership counseling and real estate brokering organization to become one of the leading community development corporations in the country, with 30 staff and an annual operating budget of approximately \$3.5 million.

### **Summary**

#### **Essential Duties and Responsibilities:**

1. Oversees the operation of First Time Home Buyer programs for potential homeowners. Activities include marketing, certifying homebuyers, coordinating technical assistance, advocating for new homeowners, database management and system development.

2. Manages Sales Force database and produces reports as needed.
3. Manages On-Line First Time Home Buyer Program in a manner that meets the standards for the state and Mass Housing.
4. Provides leadership for Sustainable Home Ownership Project with the purpose of enrolling 3,000 students per year by 2020.
5. Work closely with the banking community to build collaborations that provide first mortgage products, and secure sponsorships for classes.
6. Markets and coordinates First Time Home Buyer class.
7. Responds to community questions on all housing programs.
8. Manages specific projects as required. Performs any other duties, which may from time to time be assigned.
9. Represent Urban Edge on community events such as bank, agency and housing fairs.
10. Manages a case load of Foreclosure Prevention clients.

#### Knowledge:

- Familiar with construction, real estate and banking documents and practices.
- Familiarity with underwriting and marketing of retail loan program.
- Has strong database management skills in order to excel in the role of Sales Force Champion.
- Familiarity with activities programs and mission of CDCs.
- Familiar with federal and state compliance for lending.
- Familiarity with agencies and institutions involved in affordable housing and commercial development in Boston, and with local approval and requirements process.
- Commitment to and experience in community development and working in multi-cultural organizations and communities.
- Intermediate computer skills in word processing, and spreadsheets.
- Uses Social Media to promote classes ad Urban Edge

#### Skills:

- Demonstrated ability to interact positively with the public and staff.
- Demonstrated ability to communicate effectively and tactfully on the phone.
- Demonstrated ability to handle a variety of tasks simultaneously and in logical sequence.
- Ability to show accuracy, timeliness, and follow-up on tasks
- Ability to work with and understand people of all ethnic backgrounds and understand the problems of the residents.
- 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.
- Speaks and writes Spanish fluently

**Supervision Received:**

General Supervision—Works under general supervision. Assignments are received in both objective and task-oriented terms. Follows established procedures, policies and precedents. Work is reviewed for soundness of judgment and overall adequacy and accuracy.

Supervises the Community Programs data management associate Establishes developmental plans to help the associate grow in skills and maturity.

**Contacts:**

Works cooperatively with several departments within the organization. Has frequent outside contacts. Works with the public on a regular basis requiring tact and discretion.

**Working Conditions:**

Most work is in an office setting.

**Education:**

Bachelor’s degree in a related field or related experience.

**Experience:**

At least two years in progressively responsible positions in community service and or housing development.

**Other:**

Resident of the Jamaica Plain or Egleston Square area or adjacent neighborhoods (Preferred).

Bilingual English/Spanish preferred.

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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.

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Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Please forward resume and cover letter to Maria Caceres, Office Manager, at [mcaceres@urbanedge.org](mailto:mcaceres@urbanedge.org), or mail to Urban Edge Housing Corporation, 1542 Columbus Avenue, Suite 2, Roxbury, MA 02119.