



Updated: September 2024

JOB TITLE: Senior Manager of Homeownership Services

DEPARTMENT: Community Programs

REPORTS TO: Director of Community Programs

STATUS: Full-Time exempt

GRADE: 5

Organizational Background

Urban Edge is one of the largest not-for-profit community development corporations in Massachusetts. We are located where Boston's Latin Quarter meets its historic African American neighborhood, at the crossroads of Jamaica Plain and Roxbury, in Jackson Square. We aim to foster diverse urban neighborhoods of choice populated by resilient families and sustained by dynamic webs of community relationships. To achieve this goal: **we build** quality affordable housing for low- and moderate-income households; **we advise** hardworking families on homeowner services, financial education, taxes, and student loans; and **we organize** neighbors to become leaders of community change.

Urban Edge has an annual operating budget of over \$7.1 million and employs a staff of over 30. We have developed nearly 1,500 units of affordable housing and maintain a portfolio of over 1,400 units. Residents of our housing and our community are diverse and multilingual. In 2024, we anticipate serving more than 2,500 families.

OVERVIEW: Summary of Responsibilities:

This high performing individual's primary responsibility will be to manage all aspects of the English Language First Time Homebuyer Program and coordinating the scheduling and marketing the Spanish and Haitian Creole first time homebuyer classes. Ensures that the classes are filled, and data is entered into Salesforce to meet the NeighborWorks and HUD requirements. The manager will collaborate with the Community Programs and Resource Development Directors to assign banks to classes and meet with bankers on a scheduled basis to assess their needs and advance the department's goals. The manager will have a major impact on the department's ability to achieve the Urban Edge wealth building goals by ensuring that the majority of the first-time homebuyer graduates sign up for the Credit Counseling Boot Camp classes. The manager will provide financial counseling to individuals to enable them to achieve their wealth building goals and foreclosure prevention counseling to help families retain their homes. The manager is required to be HUD certified or to achieve certification within one year.

In addition to managing the department's First Time Homebuyer Program, the senior manager will co-manage the following two lines of business:

- The new Affirmatively Furthering Fair Housing Marketing Program.
- The Urban Edge real estate company CUE Realty.

Additionally, the senior manager will co-supervise the Community Program's Office Assistant with the Associate Director of Community Programs.

The project in the Fair Housing Marketing Program will be to complete the sale or rental of the units. This includes processing all applications, hosting informational meetings, collecting required documents and deposits, showing open houses and meeting the requirements needed to complete the sales or rent up the developments.

The co-managing of the CUE Realty LLC office, administrative and other realty functions include support of the company's real estate broker, agents and customers to enable maximum sales and excellent service. To be successful in this position a real estate license and extensive knowledge of real estate operations is required.

The senior manager of homeownership services will collaborate with the associate director of the department in setting the goals, training, development, feedback and evaluation of the office assistant. The manager will be the curator of the records, schedule meetings and jointly prepare the evaluations.

Essential Duties and Responsibilities:

1. Independently manage the First Time Home Buyer programs, including marketing, certifying homebuyers, coordinating technical assistance, advocating for new homeowners, managing the Salesforce database and developing systems as needed.
2. Create the annual FTHB program course schedule in collaboration with managers of other language classes.
3. Co-manage the new Affirmatively Furthering Fair Housing Marketing Program.
4. Co-manage The Urban Edge real estate company CUE Realty Program.
5. Co-supervise the Office Assistant with the Associate Director of Community Programs
6. Manage a case load of Foreclosure Prevention and Financial Capability clients and assist them to build wealth by using the Urban Edge wealth building programs.
7. Create and maintain a list of qualified course presenters in the categories of Loan officer, Real Estate Agent, Attorney, Home Inspector, Insurance Broker and Fair Housing Specialist and assign them to present at classes.
8. Manage the data entry of all classes into Salesforce and onto the Mymasshomes website to produce reports as needed.
9. Manage the Frameworks On-Line First Time Home Buyer Program to meet the standards for CHAPA and Mass Housing.
10. Work closely with the banking community to build collaborations and create homeowners.
11. Market and coordinate First Time Home Buyer classes with the assistance of the marketing associate.
12. Respond to community questions on all housing programs.
13. Represent Urban Edge at community events such as bank, agency and housing fairs.

Knowledge:

- Has a current real estate license.

- Familiar with underwriting and marketing of retail loan programs.
- Has strong database management skills.
- Familiar with activities, programs and mission of CDCs.
- Familiar with federal and state compliance for lending.
- Advanced computer skills in word processing, and spreadsheets.
- Uses social media to promote classes.

Skills:

- Demonstrated ability to interact positively with the public and staff.
- Demonstrated ability to handle a variety of tasks simultaneously and in logical sequence.
- Is accurate, timely, and follows-up on tasks
- Works with and understands people of all ethnic backgrounds and understands the problems of LMI residents.
- Work independently and makes decisions within the scope of the job
- Capable of expressing thoughts, perceptions, and ideas clearly and concisely both verbally and in writing.

Working Conditions:

Has the flexibility to work a Hybrid work schedule.

Education:

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

HUD Housing Counselor Certification.

NCHEC certification in Pre-Purchase Homeownership Education, Homeownership Counseling, Foreclosure Intervention and Financial Capability.

Experience:

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

Other:

Bilingual English/Spanish preferred.

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.

Please forward resume and cover letter to Maria Caceres, Director of People and Culture at careers@urbanedge.org, or mail to Urban Edge Housing Corporation, 1542 Columbus Avenue, Suite 2, Roxbury, MA 02119.