

Job Title: Homeownership Sustainability Director

Reports to: Director of Homeowner Services

Position Overview:

Habitat for Humanity of Greater Nashville provides a homeownership opportunity for qualified, low-income households in Davidson, Dickson, Cheatham and Wilson Counties by building and renovating homes and providing affordable financing. Once qualified, future homeowners participate in a rigorous program including homeownership education through Habitat's Homeowner Academy, volunteer service at Habitat's ReStore, and building on their own home and the homes of others while fostering relationships with Habitat sponsors. Upon purchasing their homes, Habitat homeowners have a one-year home warranty and must abide by their Habitat mortgage documents and any rules of their communities. The Homeownership Sustainability Director oversees the Habitat homeownership program from the time future homeowners are accepted into the Habitat program, including the education, volunteering, and home construction phases, and serves as a resource for homeowners after they move in. The Homeownership Sustainability Director supervises the work of the Homeownership Program Coordinator and teaches sections of the Homeowner Academy curriculum; additionally, this position leads the post purchase/homeowner support function of the agency. Primary responsibilities of this position include oversight of the homeownership program; warranty management, including maintenance of punch list and warranty documentation; homeowner post-purchase communication, education and engagement; coordination of and representation at Habitat homeowner events; homeowner data collection and analysis; and HOA management company interface and oversight for Habitat homeowner-occupied communities. This critical position serves as the agency's point of contact for future and current Habitat homeowners in ensuring continued, long-term homeownership success. The position requires availability on week-day evenings and on week-ends.

Primary Responsibilities:

- Oversees homeownership program management, including the Homeowner Academy, volunteer activities and satisfactory completion of all requirements by future homeowners, through supervision of the Homeowner Program Coordinator and individual participation through teaching and guidance.
- Responsible for homeowner punchlist completion and homeowner warranty management, preparing and maintaining thorough and accurate records and coordinating with Habitat construction staff and subcontractors.
- Manages successful Habitat homeownership in partnership with property management companies and other internal and community resources, including serving in an advisory capacity for community Homeowners' Associations, conducting scheduled, ongoing inspections of communities and properties, and leading the enforcement of restrictive covenants and other non-financial requirements included in Habitat mortgages.
- Supports agency activities related to Habitat homeowners, working across department lines, documenting and archiving results in the agency's homeowner files stored on the shared drive.

Candidate Requirements:

- Bachelors degree required; concentration in business, marketing or social services preferred.
- Minimum of 5-7 years work experience; 3-5 years related experience required.
- Experience in community relations and development, education, property management, and/or social services is required; prior supervisory experience strongly preferred.
- Excellent communication, organization and analytical skills, management experience, customer service, teamwork, attention to detail and interpersonal skills are required.
- Excellent work and business ethics, conducting all activities in accordance with the Habitat philosophy.
- Ability and desire to work with people of different cultures, ethnicities, religions and incomes and to hold themselves and others accountable, and the ability to work with all levels of partners.
- Proficient in Word, Excel, PowerPoint, Outlook and Salesforce.com.
- Salary commensurate with experience.

Time Requirements:

40+ hours per week. Must be available to work certain evenings and week-ends to teach classes, meet with prospective and current homeowners, attend HOA functions, and participate at the build site and home dedications. Satisfactory attendance is required.

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