

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 Manager leads the post-purchase components of the Habitat homeownership program. This critical position serves as the agency's point of contact for Habitat homeowners in ensuring continued, long-term homeownership success and a resource for homeowners after they move in. Primary responsibilities of this position include directing the walkthrough and punchlist processes as homes are being sold to Habitat homebuyers; management of Habitat's home warranty; education and engagement of homeowners; coordination of and representation at Habitat homeowner events; homeowner data collection, surveying and analysis; and homeowner association (HOA) management company interface and oversight for Habitat homeowner-occupied communities. The position also coordinates and teaches post-purchase homeowner education topics within the Homeowner Academy to prepare future homeowners for their transition to homeownership. The position requires availability on weekday evenings and on weekends.

Primary Responsibilities:

- Responsible for homeowner punch-list 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.
- Implements the post-purchase education components of Homeowner Academy and supports the Homeowner Program Coordinator in obtaining satisfactory completion of all program requirements by future homeowners.
- 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:

- Bachelor's degree required; concentration in business, public administration, or social services preferred.
- Three to five years related experience required.
- Experience in community relations and development, property management, education, and/or social services is required.
- Excellent communication, organization and analytical skills, management experience, customer service, teamwork, attention to detail and interpersonal skills are required.
- Excellent work and business ethics, willingness to conduct 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 frequent weekday evenings and several weekend days 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.

HFHGN is an Equal Opportunity Employer and a TN Drug Free Workplace