

**HOMEBUYER EDUCATION INITIATIVE INTAKE AND TRAINING COORDINATOR**  
**APPLICATION DEADLINE IS WEDNESDAY, MARCH 27, 2019 AT 11:59PM**

**Division:** Single Family Loan Operations  
**Reports to:** Homebuyer Education Initiative Manager  
**Location:** Nashville, TN  
**Full-time/Part-time:** Full-time  
**Salary Grade:** 32  
**Monthly Salary Range Minimum:** \$3,533  
**FLSA Classification:** Non-Exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Provides advanced technical support to the overall administration of the Homebuyer Education Initiative (HBEI); works closely with new and existing agency partners; facilitates training initiatives and makes presentations; interacts closely with partners in support of HBEI activities; handles grant proposals and compliance.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Serves as back-up and subject matter expert to HBEI Manager, offering support, suggestions, and often serving as the team lead if/when needed; identifies and assists HBEI Manager to implement areas of improvement.
- Remains current with national Housing Counseling industry standards and best practices in order to offer support to the HBEI Network.
- Communicates with Consumers, Lenders, Realtors and Homebuyer Education trainers as needed, via email and phone.
- Researches and makes initial contact with potential new network agencies.
- Reviews and processes HBEI approval applications from new trainer agencies and works directly with new trainers to complete the process.
- Creates and issues new agency approval letters, once application process is complete, as well as prepares all Certificate of Completion templates for HBEI trainers to provide to borrowers.
- Maintains the HBEI Database (HBEI Manager), web trainer list, all external lists included on THDA's website, as well as all internal lists for staff reference.
- Conducts agency visits to inspect network sites for compliance to training requirements under THDA requirements; conducts trainings for network trainers concerning expectations related to HBEI training activities.
- Participates, and sometimes facilitates, in THDA training presentations and outreach opportunities to promote the importance of HBEI education and relay information about the program through state, county and local resources or venues.
- Works directly with NeighborWorks America to maintain records of trainers' continuing education hours.
- Maintains agency & counselor updates and records in the internal HBEI Manager system, including network compliance notes.
- Maintains all THDA HBEI Program Guide changes; works closely with the HBEI Manager & Team to write needed revisions.
- Researches, writes, and submits grant proposals & applications to support HBEI Program and Network.
- Oversees necessary tasks to support the HBEI portion of the agency's Capacity Building Grant program.
- Works closely with HBEI Team & Information Technology (IT) Department to identify technical needs with agency databases and systems as they relate to HBEI programs.
- Assists with planning trainings and conferences for HBEI network, including contacting venues, confirming speakers & agendas, registration and on-site tasks.

- Earns and maintains job-related certifications and gains knowledge by attending training opportunities through local and national entities and resources.
- Participates in Housing Education Advisory Board (HEAB) meetings.
- Provides additional support to HBEI Team members and Single Family staff as needed.

### **MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

#### **Education and Experience:**

- High school diploma or equivalent GED; relevant post high school certification is preferred.
- Bachelor Degree preferred.
- One year of working experience and knowledge in Homeownership program activities.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

#### **Knowledge, Skills, Abilities, and Competencies:**

- Knowledge of the Homebuyer Education standards.
- Knowledge of non-profit Homebuyer Education organizational structures and operations.
- Familiarity in the practice of mortgage loan origination.
- Experience in writing grant proposals.
- Ability to think critically, plan and organize details in order to carry out projects and coordinate events.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Good group presentation skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to adjust to frequent procedural change.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

#### **Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid Tennessee driver's license and ability to drive.
- Up to 20% in-state travel, including overnight travel.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**  
**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**  
**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE ONLINE**  
**APPLICATION INSTRUCTIONS**