

**HOUSING GREENSBORO, INC.**  
**JOB DESCRIPTION**

**Position Title:** Family Services Coordinator

**Reports to:** Executive Director

**Job Summary:**

This position will manage the administrative processes to support the families selected for our Home Repair Programs from the initial application to the final survey of satisfaction with the completed repair and any payments to Housing Greensboro. Additional responsibilities will include managing the administrative aspects of our procurement process for the licensed subcontractors we utilize for our repair and rehab activities.

**Responsibilities:**

- Supports the Mission of Housing Greensboro which is to preserve decent, safe and affordable housing to low-income households working towards the elimination of substandard housing restoring the dignity and hope to families living in Greensboro neighborhoods.
- Manages the process for prescreening inquiries about our programs and determines homeowner eligibility for home repair programs acquiring documentation for files.
- Facilitates homeowner application process creating the files, entering information into our database and referring eligible applicants to the Home Repair Manager.
- Presents home repair contract to homeowner for agreement, signature and collection of payments if required.
- Maintains complete and organized files for each job, ensuring all required forms and documentation are present and meets the requirements of all funding agencies.
- Coordinates with home repair manager to provide appropriate homeowner education regarding the repairs completed, home maintenance and energy conservation.
- Meets with homeowner upon completion of the repair to complete satisfaction survey.
- Refers the homeowner to other available services in the community that they might need and be eligible for.
- Serves as liaison to Housing Greensboro staff and other community resources regarding homeowner issues around construction repairs, contracts, financial payments, volunteering and community resources.
- Maintain all subcontractor and supplier records to include annual procurement process, insurance coverage verification and release of liens on projects.
- Is knowledgeable of Housing Greensboro, Inc's mission, history and activities in Greensboro, it's homeowner criteria and responsibilities

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#### **Relationships**

***Internal:*** Housing Greensboro staff, Habitat for Humanity of Greater Greensboro

***External:*** Homeowner applicants, licensed subcontractors, City of Greensboro and community service agencies.

#### **Qualifications**

##### ***Education:***

- A high school diploma or GED required
- Associates or bachelors degree preferred.
- Strong aptitude for math and financial reports.

##### ***Experience:***

- As housing counselor and/or social worker is preferred.
- Providing services to older adults or disabled individuals.
- Administrative experience maintaining confidential information that must comply with grant and contract provisions.

##### ***Skills:***

- Strong interpersonal skills with an ability to work with a diverse group of homeowners, staff members and volunteers.
- Excellent organizational skills to handle multiple priorities.
- Proficient in Microsoft Office to include word, excel, publisher and access.
- Strong desire to help others.

##### ***Physical requirements (if applicable):***

- Must have a valid driver's license and ability to drive work vehicles.

**Hours of Work:** 5 days a week working from 8:00am to 5:00pm.

**Created:** June 2010