

SPANISH COALITION FOR HOUSING

JOB DESCRIPTION

Position: Program Support

Program: Homeownership Center

Reports to: Program Manager

General

The Program Support is responsible for providing support to the Housing Counselors to insure quality service to all clients coming in for any service provided by the Homeownership Center.

Responsibilities

- Follow up regularly and directly with clients throughout the counseling process to ensure that information is received and submitted in a timely manner and cases are tracked and documented on a regular basis.
- Thoroughly document, prepare and submit the New Homes, CPAN, IHDA and ADDI packages to appropriate party.
- Prepare certificates for clients after verification of class completion.
- Work with CHAC clients to update budget based on the clients monthly net income and develop a futuristic budget with the clients if needed.
- Promptly fax over the Authorization Forms to the mortgage Servicers as needed.
- Regularly call the clients and Mortgage Servicers to obtain the status of the loan and keep client update through the process.
- Contact client to ensure that Action Plan is completed in a timely manner.
- Attend scheduled outreach events to provide basic information on all programs offered by Spanish Coalition for Housing and how to access these services
- Provide support to Reception Area as needed.
- Provide assistance to walk ins as needed.
- Other duties as assigned to insure quantity and quality of services provided by Spanish Coalition for Housing.

Qualifications:

- Demonstrate effective customer service and communication skills.
- Able to handle high volume and constant number of inquiries and calls.
- Must have friendly, patient and professional manner.
- Bilingual (Spanish & English) required.
- Must be dependable, dedicated and flexible in regards to working some evening and/or weekend hours.
- Must be a self-starter in taking the initiative when the need arises.

Salary range: \$21,000 to \$25,000 depending on experience

Send resume to Celena Santiago, Program Manager, 4037 W. North Ave., Chicago, IL. 60639, fax to (773) 342-8528 or email to csantiago@sc4housing.org