

Job Description: Client Services Program Specialist – Habitat for Humanity of the MS Gulf Coast – Gulfport, MS

Please send a resume with cover letter and three professional references via email to jobs@hfmgc.org. Applications will be reviewed quickly, and interviews will be conducted on a rolling basis. No phone calls please.

Primary Role: Under the supervision of the Director of Client Services (Director), the Client Services Program Specialist (Program Specialist) is responsible for coordination and delivery of Client Services programs. The Program Specialist will work with the Director to develop and implement programs to deliver services in furtherance of Habitat for Humanity of the Mississippi Gulf Coast's mission.

Responsibilities:

- Adhering to Client Services policies and procedures.
- In coordination with other Client Services team members, manage the execution of a unified, equitable, transparent application process for all Habitat for Humanity of the Mississippi Gulf Coast's (HFHMGC) client programs and products.
- Primary responsibility for initial assessment and eligibility screening of prospective clients.
- Process screenings and assessments in accordance with department policies and procedures and applicable law.
- Maintain comprehensive and accurate records of all facets of the application process as required by applicable law and HFHMGC policy.
- The Program Specialist is primarily responsible for the implementation and management of various HFHMGC coaching and counseling programs (e.g., Home purchase coaching, Homeownership Incubator, Invest in Yourself, etc.). For each program offered, the Program Specialist is responsible for recruitment of clients, design and delivery of appropriate supportive services, coordination with and referral to appropriate partner agencies, assessment of obstacles to homeownership or other criteria appropriate for the various programs, development of action plans with clients, monitoring client progress, and comprehensive record keeping of all relevant data.
- The Program Specialist coordinates with other Client Services team members, affiliate staff, and external partners as necessary to assist with home sales to eligible clients.
- Coordinate with partner agencies regarding delivery of education, counseling, and other services provided to clients in various HFHMGC programs as appropriate. This includes reporting to the Director regarding content and quality of services delivered, scheduling classes and counseling as needed, and keeping accurate records of services delivered.
- Actively participate and contribute in initiatives led by the Director to develop and implement appropriate, flexible marketing strategies to raise awareness of program offerings (outreach, advertising, education, etc.).
- Tracking and organizing relevant data. Maintenance of reporting systems and regular reporting to the Director and other affiliate leadership regarding all areas of functional responsibility.
- Work in full partnership with other Client Services staff to execute all key department functions.

- Other duties as assigned by Director.

Education and Experience:

- College degree preferred. Minimum of 2-3 years relevant work experience or the demonstrated equivalent required. Previous experience in related field (e.g., residential lending, real estate, financial counseling, etc.) preferred.
- Excellent written communication skills including demonstrated mastery of grammar and punctuation.
- Excellent verbal communication skills, including public speaking.
- Ability to competently handle high phone volume on a multi-line phone system.
- Excellent customer service skills.
- Strong demonstrated planning and organizational skills including the ability to anticipate tasks, set priorities, meet deadlines, perform detail-oriented tasks with accuracy and efficiency, and function smoothly under strict deadlines and shifting priorities.
- Ability to work well with diverse groups and individuals.
- Demonstrated computer literacy including database maintenance, desktop publishing and internet use. Advanced proficiency in Microsoft Office applications, particularly MS Word, MS Excel, and MS Outlook.
- Standing, traversing, extended periods of sitting, willingness to travel, and some overtime as needed for meetings and HFHMGC special events and functions.

Employment Status: Full-Time, hourly position at 40 hours per week.

Salary: Competitive salary depending on experience, plus a benefits package including medical insurance and 401k options.