



COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.

ADMINISTRATIVE OFFICE

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Cynthia W. Burton
Executive Director

December 5, 2024

JOB ANNOUNCEMENT

Title: Housing Services Center Manager

Location: Housing Resources Office

Employment Classification: Regular Full-Time, Non-Exempt, Safety-Sensitive

Summary of the Position: See Attached Job Description

Qualifications of the Position: See Attached Job Description

Duties and Responsibilities: See Attached Job Description

Salary and Application Procedures: This position is classified as a Grade Level III position. Salary is based on depending on experience and education. Current employees may apply by submitting a letter of interest along with and updated employment application. Other interested applicants may apply by completing an employment application obtained from the website at www.cspwal.com or contacting the Human Resources department of CSP at (205) 469-1015, to request an application. Completed and signed applications may be submitted in person, by mail or scanned and emailed to employment@cspwal.com.

Deadline to apply: December 20, 2024, at 5:00 PM

Community Service Programs of West Alabama, Inc. is an equal opportunity employer that does not discriminate on the basis of race, religion, gender, handicap status, age, genetic information, or national origin. CSP maintains a Drug Free Workplace Policy and the applicant is subject to pre-employment and random alcohol and drug testing. CSP operates a licensed children facility and applicants will be subject to criminal history background checks. CSP is an E-verify Employer. **EOE AA M/F/Vet/Disability.** All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability or national origin.

Community Service Programs of West Alabama, Inc.

Job Description

Position Title: Housing Services Center Manager

Department: Housing

Reports To: Director of Housing Programs

Employment Classification: Regular Full-time, Non-Exempt, Safety-Sensitive

Salary Scale: Grade Level III: Based on education and experience

Summary of Duties and Responsibilities

The Housing Services Center Manager is responsible for developing and managing a one-stop shop for renters, homebuyers, and homeowners. The Manager implements and oversees the service delivery system and internal controls to ensure that the Center operates in an organized, coordinated, and efficient manner. With the support of the Director of Housing Programs, the Manager develops and implements strategies for enlisting investing partners and nurtures such relationships to create sustainability for the Center. Further, the manager will participate in comprehensive community development team meetings and initiatives to pursue new projects/funding opportunities. Proficiency with computer software such as Microsoft Office, FACSPRO, and other relevant agency software is essential to the position. The Manager conducts periodic system reviews (including surveying) to ensure the highest quality customer service and adherence to the standards set forth as a NeighborWorks® Chartered Member.

Essential duties and responsibilities: *other duties may be assigned by the supervisor*

Housing Services Center

- Manage NeighborWorks® functions including, but not limited to, full-cycle lending and financial capability certifications, homeownership promotion and housing preservation; community building and engagement; NeighborWorks® production reports; and coordination of all NeighborWorks® week activities;
- Oversee the implementation and management of effective and efficient service delivery systems;
- Facilitate the home purchase process from beginning to end for buyers of agency homes, market homes, or acquisition/rehab homes;
- Implement outreach and marketing strategies designed to expand and broaden the target customer market, appeal to prospective partners (i.e., supportive service providers, property managers/landlords, residential contractors, lenders, and other professionals), and establish the Center as the “first stop” source for all families with housing needs;
- Maintain orientation and/or welcome packs and distribute to appropriate partners and clients;
- Assist with the maintenance and updating of kiosks, ScreenCloud TV content, and bulletin boards with the Center featuring partners and Center activities;
- Maintain and update referral lists;
- Oversee and manage the customer flow from intake through proper closeout;

- Conducts periodic system reviews to identify the weaknesses and inefficiencies to monitor customer retention and to ensure the highest quality service to customers and partners;
- Refine systems as necessary to improve outcomes;
- Maintain data systems to ensure the accurate documentation of all program activities and to ensure the timely submittal of reports to funding and financing agencies;
- Hold staff members accountable for responsibilities inherent in their position;
- Conduct timely staff performance evaluations, establishing performance criteria, and assisting staff in identifying goals and developing action plans for achieving them;
- Develop and implement proper procedures and internal controls necessary to maintain the security of all systems and confidentiality of all records;
- Act as a liaison to the Real Estate Development/Asset Management Committee;
- Obtain and renew licenses as needed (including HUD licenses and applicable packaging and counseling licenses) for the Center;
- Coordinate with the agency's Director of Supportive Services for delivery of services throughout satellite offices (e.g., Emergency Food and Shelter Program and local board requirements);
- Work closely with the agency's Property/Community Manager to execute resident services;
- Perform other duties as assigned by supervisor and/or Executive Director.

Education and Counseling

- Direct homeownership education activities to ensure quality of curriculum, consistency and competence of performance among instructors, and availability of classes in response to need;
- Recommend improvements as necessary to ensure the optimum efficiency and effectiveness of the service delivery systems;
- Ensure accuracy of customer records in CounselorMax, FACSPRO, and/or other pertinent customer-tracking systems;
- Provide for the development and implementation of USDA 502/504 packaging programs;
- Conduct assessments and activities that determine and build credit status capacity of potential homeowners including credit counseling, and pre- and post-purchase counseling;
- Provide credit counseling for individuals who are not "mortgage-ready" and review income and debts and establish a budget and credit improvement plan;
- Conduct mortgage default counseling to individuals under the threat of foreclosure;
- Ensure filing practices and contents of files align with HUD regulations;
- Ability to travel nationally to attend training(s) and maintain certifications/training resume;

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Supervisory requirements:

Program Support Supervisor; Digital Navigator; Housing Counselor

Education and Experience:

- ◆ Possession of a Bachelor's degree in Finance or Business and/or more than five years of management experience in a related industry.
- ◆ More than three years of experience as a housing counselor, preferred but not required
- ◆ Proficiency with Microsoft Office including Word, Excel, PowerPoint, and Outlook.

Certificates, Licenses, Registrations:

- ◆ National HUD Housing Counselor Certification (*preferred, required to pass within first year*);
- ◆ Valid Driver's License with liability insurance.
- ◆ Serviceable automobile.

Language Skills:

- ◆ Ability to communicate to diverse populations.
- ◆ Ability to effectively present information to clients, community partners, and potential partners.
- ◆ Ability to structure and convey information for small and large groups in a manner that is engaging and approachable;
- ◆ Ability to communicate effectively in large and small group settings.

Mathematical Skills:

- ◆ Ability to compute simple math such as addition, subtraction, multiplication and division.
- ◆ Ability to use fractions and percentages.

Reasoning Ability:

- ◆ Ability to analyze problems confronted by program participants.
- ◆ Ability to define problems and draw valid conclusions.
- ◆ Demonstrated skill in organizing time and prioritizing work load.

Other Skills and Abilities:

- ◆ Ability to organize complex and detailed material in a clear and concise manner.
- ◆ Ability to develop effective working relationships with staff members and program participants.
- ◆ Regular and predictable attendance.
- ◆ Demonstrated project management skills, ability to manage/prioritize multiple tasks.
- ◆ Strong analytical, systems, and problem-solving skills needed to evaluate performance, prepare reports, and recommend/implement solutions.
- ◆ Knowledge of CSP programs and services.
- ◆ Ability to facilitate group education and engagement through virtual platforms such as GoToWebinar, Microsoft Teams, and/or Zoom.
- ◆ Sensitivity to multi-racial and multi-cultural issues.

- ◆ Ability to develop rapport quickly and easily.
- ◆ Ability to work independently without direct supervision.
- ◆ Ability to meet deadlines.
- ◆ Ability to work in a constant state of alertness.

Physical Demands: *The physical demands listed described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Specific vision abilities required by this job include vision to operate a motor vehicle. Frequent driving is required. Extensive writing is required and extended periods on the phone are customary. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, telephone and personal automobile.

Occasional lifting or moving objects up to 30 lbs.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

Approved by Board 11.12.2024