

## **Assistant Housing Counselor**

**Reports to:** Homeownership Center Manager

**FLSA Status:** Non-Exempt

Tampa Bay CDC's mission is to provide Education, Counseling, Housing Opportunities and to Revitalize Neighborhoods for low to moderate income households.

### SUMMARY OF POSITION

The Assistant Housing Counselor will work under the direct supervision of the Homeownership Center Manager, this position will be responsible for the scheduling and organization of the Homebuyer Education classes, collection of data, reporting and providing program assistance. Seeking a highly motivated individual who is very detail oriented, organized and has strong communication skills. Must have an energetic, positive, and professional attitude. Punctuality, accountability, and reliability a must.

### RESPONSIBILITIES:

- Acts as the initial contact for client inquires phone, in person or through website.
- Provide information and answer inquiries about agency programs.
- Answer basic client questions about the housing programs from new and current clients.
- Homebuyer Education classes: scheduling classes and speakers, assist with client registrations, attend classes, and complete reporting necessary in a timely manner.
- Review all applications and work with clients to ensure completion.
- Assist clients for meeting with housing counselors including collecting all necessary documentation.
- Responsible for data entry related to client applications.
- Other duties as assigned.

### QUALIFICATIONS AND EXPERIENCE:

- Experience in an office setting preferred including use of general office equipment, including Microsoft Office.
- Experience in the proper handling of sensitive and confidential information
- Must have basic math skills.
- Ability to work in a fast-paced environment.
- Excellent time management
- Excellent communication and interpersonal skills
- Detail oriented
- Ability to work with clients, partners, and staff of diverse backgrounds.
- Possesses a positive, optimistic, goal-oriented attitude.
- Demonstrated problem solving skills.
- Capable of handling multiple tasks while overseeing day-to-day assignments.
- Possess a high school diploma.
- Ability to work on weekends
- Bi-lingual skills preferred.