

## **Habitat for Humanity of Laramie County, Family Services Coordinator**

**Reports to:** Executive Director

**Location:** Cheyenne, WY

**Employee Status:** Full-time, 40 hours per week non-exempt

**Pay:** \$24-28 per hour depending on experience

**Schedule:** Typically Monday-Friday, position occasionally requires evenings/weekends

### **Benefits:**

- Federal Holidays
- PTO
- Employee Discount in ReStore
- Flexible Schedule
- Employer paid Telehealth services

### **Position Summary:**

The Family Services Coordinator plays a key role in advancing Habitat for Humanity of Laramie County's mission by guiding partner families through every step of the homeownership journey—from initial inquiry to long after move-in day. This position blends compassionate relationship-building with the technical expertise required to manage qualified loan origination, underwriting, and homebuyer education.

### **Responsibilities:**

- Oversee the recruitment, application, and selection process for Habitat homeowners, ensuring compliance with federal, state, and Habitat policies.
- Guide applicants through the process, request needed information, provide updates, and coordinate final loan approvals, closings, and loan servicing.
- Work with the Marketing and Events Coordinator to plan and coordinate all homeowner events, including dedications, groundbreakings, and wall-raisings.
- Provide ongoing support for partner families before and after purchase
- Work with the Volunteer Coordinator to recruit, train, and manage the Family Selection Committee and Family Support Committee.
- Manage homebuyer and financial education programs, partnering with community organizations to enhance training opportunities.
- Work with Marketing to promote workshops and events, and recruit facilitators for educational sessions.
- Conduct annual homeowner and program surveys to gather feedback and improve services.

- Maintain Qualified Loan Originator certification and stay up to date with industry knowledge through professional development.

**Required Skills:**

- Background in real estate or mortgage lending strongly preferred.
- Ability to become a Qualified Loan Originator within three months of hire.
- Familiarity with mortgage servicing, bankruptcy laws, Fair Housing Laws and construction preferred
- Demonstrate excellent customer service skills
- Must pass Criminal Background/Sexual Offender Check and Credit Check.

**Key skills include:**

- Effective communication (written and oral), facilitation, and mentoring.
- Strong organizational, analytical, and supervisory abilities.
- Intermediate proficiency in Microsoft Office applications (Word, Excel), Google Workspace, and database management.
- Strong telephone etiquette, timely and accurate communication, and maintaining clear written documentation for program files
- Ability to listen, anticipate needs, and take proactive action.
- Understanding of Habitat for Humanity's broader mission.