

## **Foreclosure Intake Counselor Position, Washington Homeownership Resource Center**

OPENING: IMMEDIATE TO START OCTOBER 1, 2011

The Washington Homeownership Resource Center, located in Shoreline, WA, is seeking (5) Foreclosure Intake Counselors to support our Foreclosure Counselors in a very busy office setting which is helping thousands of people address their mortgage and foreclosure crisis needs. These Intake Counselors will be responsible for ensuring that client files are complete with all required documentation; create files from Counselor max, organize and scan; screen incoming calls and provide initial discussion to determine needs; assist with mediation requests; ensure file integrity, security and confidentiality; and other duties as assigned.

The requirements for this position include excellent organizational skills; in depth working knowledge of various computer programs and be tech savvy; a clean criminal background check; second language can be an asset; ability to work under pressure and with great demand for efficiency and perfection in maintaining client files; expectation to work on foreclosure hot line when short staffed; and a team player who can pick up other tasks as required to ensure the client is served seamlessly, with professionalism, respect and dignity.

Please send a complete resume and a separate cover letter, both as Word attachments, to [jane@parkviewservices.org](mailto:jane@parkviewservices.org). Please no phone calls. Applications accepted until positions are filled. Both a separate resume and cover letter must be attached to an email to be considered. Please do not put either embedded into an email. Attach two documents. Attention to detail a significant requirement for this position.

We are an Equal Opportunity Employer and encourage people of color, all ethnicities, Veterans, GBLT, and all abilities to apply. Must have clean criminal background check and credit record.

- Location: Shoreline
- Compensation: hourly rate starting at \$13 an hour plus vacation, sick, holidays, medical, dent
- This is at a non-profit organization.