



Job Title: Information and Referral Counselor

FLSA Status: Full-Time, Non-Exempt, Hourly Position

Reports to: Deputy Director

Location: Remote within Washington state, with quarterly in-person meetings in Puget Sound area

Schedule: Mon-Fri 8 AM to 5 PM, with occasional evening and weekend hours

ABOUT WHRC:

Washington Homeownership Resource Center (WHRC) is a tax-exempt, not-for-profit organization with a mission to increase and preserve homeownership in Washington state by educating and empowering current and future homeowners. Through our hotline, website, and online portal, we provide our clients with personalized information and referral to vetted homeownership supports, including homebuyer assistance programs, pre-purchase education and counseling, mortgage and property tax foreclosure intervention counseling, reverse mortgage counseling, owner-occupied repair assistance, other post-purchase education and assistance, legal aid, and credit counseling. Our Hotline has served as the state's official Foreclosure Prevention Hotline since 2011.

POSITION SUMMARY:

The Information & Referral Counselor provides accurate, comprehensive information and referral services to callers on the Homeownership Hotline. They also assist clients who find us through our online Homeownership Portal. Inquiries are typically from homeowners who are behind on their home mortgage payments or their property taxes, from tenants who are renting a home that has received a foreclosure notice, or from individuals interested in learning about home buying programs in Washington state.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Answer the Homeownership Hotline and provide information and referral related to Hotline services.
 - Consistently collect contact, loan, and demographic information from callers and accurately enter into WHRC database.
 - Explain the foreclosure prevention process and homeowner rights and responsibilities.
 - Assess caller needs and circumstances and refer to appropriate agencies and service providers.
 - Liaise with community-based agencies to ensure clients (especially seniors) with additional challenges are connected to and served by those agencies.
 - Follow up with clients by telephone, email, and/or online survey to resolve issues and collect customer service and outcomes feedback.

- Ensure up-to-date, accurate, relevant referral information related to WHRC service.
 - Research and compile up-to-date information on resources available to homebuyers and homeowners, including homeowners impacted by COVID-19.
 - Conduct outreach to service providers statewide and update referral database, portal, and website as needed for general referral information related to WHRC services.

- Assist with enhancement of web portal and other technologies necessary for hotline operations.
 - Liaise with Executive Director, software developers, security testing consultants and partners to ensure online portal development proceeds in timely fashion consistent with WHRC goals.
- Run data queries as needed and provide reports, graphs, or other presentations to support WHRC reporting and outreach.
- Participate in regular training as required to maintain all appropriate certifications and meet WHRC goals.
- Attend regular staff meetings and any partner or sector meetings as assigned.
- Complete other duties as assigned.

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.

Education and/or Experience

High school diploma or General Education Development completion (GED) required. Experience with homebuying or homeownership processes and/or call center customer service preferred.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence and other business documents. Ability to effectively present information in one-on-one and small group situations to partners, clients, and other WHRC employees.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer/Technology Skills

MS Office (Word, Excel, PowerPoint, Outlook, and SharePoint), intermediate level. Ability to learn and operate database and spreadsheet software.

Interpersonal Skills

Ability to respond to people in crisis with patience and diplomacy. Ability to maintain appropriate boundaries while interacting with compassion and empathy. Ability to work with clients, colleagues and partners with diverse backgrounds and experiences.

Certificates, Licenses, Registrations

HUD Housing Counselor Certification must be completed within one year after hire.

PHYSICAL DEMANDS:

The physical demands described here 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 functions.

While performing the duties of this job, the employee is regularly required to sit or stand, talk, and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

COMPENSATION:

This is an hourly, non-exempt position. The hourly rate is \$20-22 per hour. WHRC staff are employees of Parkview Services and have all benefits afforded to Parkview employees, including access to medical, dental, and vision insurance, short term and long-term disability, life insurance, and generous vacation and sick leave.

TO APPLY:

- Please submit resume to jobs@homeownership-wa.org by Sunday, October 30, at 11:59 p.m.
- In the subject line please write: Referral Counselor – Your First Initial of First Name and Full Last Name.
 - Example: Referral Counselor – E Perez