



Job Title: Bilingual Information and Referral Specialist (English/Spanish)

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

Pay: \$22-26 hourly

Reports to: Deputy Director

Location: Remote from anywhere in Washington state; meetings in Puget Sound area 2-4 times per year

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

COULD THIS BE YOU?

Washington Homeownership Resource Center (WHRC) seeks a customer focused, bilingual (English/Spanish), collaborative, and self-motivated person to join our remote team. Work from anywhere in Washington to help increase access to homeownership resources and supports statewide.

The Information & Referral Specialist 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.

WHO WE ARE:

WHRC is a nonprofit 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 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. We have operated the state's official Foreclosure Prevention Hotline since 2011. WHRC is an equal opportunity employer and values the diversity each team member brings to our work.

WHAT YOU'LL DO:

- Answer the Homeownership Hotline and provide information and referral services
 - Enter intake information 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 to resolve issues and collect feedback
- Ensure up-to-date, accurate, relevant referral information related to WHRC services
 - Research and compile up-to-date information on resources available to homebuyers and homeowners
 - Translate referral information to better assist Spanish-speaking communities
 - Conduct outreach to service providers statewide and update referral database, portal, and website
- Assist with enhancement of web portal and other technologies necessary for hotline operations

- Collaborate with WHRC team, software developers, security testing consultants and partners to ensure online portal development proceeds in timely fashion consistent with WHRC goals
- Run data queries and provide reports or other presentations to support WHRC reporting and outreach
- Participate in regular training as required to maintain all appropriate certifications and meet WHRC goals

WHAT WE OFFER:

Starting hourly rate is \$22-26 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.

WHAT YOU'LL BRING:

- High school or GED completed
- Ability to read, write, speak, and listen in English and Spanish at fluent level
- MS Office (Word, Excel, PowerPoint, Outlook, and SharePoint), intermediate level. Ability to learn and operate database and spreadsheet software
- Ability to respond to people in crisis with patience. Ability to maintain appropriate boundaries while interacting with compassion and empathy. Enthusiasm for working with clients, colleagues and partners with diverse backgrounds and experiences
- HUD Housing Counselor Certification must be completed within one year after hire

TO APPLY:

- Please submit resume to jobs@homeownership-wa.org . Application is open until filled, with priority given to applications received by Wednesday, April 5th .
- In the subject line please write: Referral Specialist – Your First Initial of First Name and Full Last Name.
 - Example: Referral Specialist – E Perez
- Questions about this position? Feel free to send us an email.