

## Hawaii HomeOwnership Center

### Program Supervisor Position

<b>Job Title:</b>	Program Supervisor	<b>Job Category:</b>	Supervisor/Manager
<b>Primary Function:</b>	Client/Patron Relations	<b>Position Type:</b>	Exempt employee
<b>Location:</b>	1259 Aala Street, #201 Hon, HI 96817 (located in the HawaiiUSA Federal Credit Union)	<b>Travel Required (outside of office)</b>	As scheduled for job As needed for events
<b>Reports To:</b>	Assistant Executive Director	<b>Position Schedule:</b>	Full-Time
<b>Training:</b>	On the job training	<b>Position Status:</b>	At Will
<b>Job Posting:</b>	Referrals, HHOC Website, Indeed  <i>INTERESTED APPLICANTS SUBMIT A COVER LETTER AND RESUME TO: Reina Miyamoto at reina@hihomeownership.org</i>		
<b>Key Values:</b>	Community service oriented, teamwork, integrity, accountable, problem-solver, positive attitude, servant leader		

#### Overview of the Organization

The Hawaii HomeOwnership Center (HHOC) is a nonprofit organization committed to increasing stability for families through homeownership preparation, access to resources, and post-purchase services. HHOC programs are expanding opportunities for Hawaii residents to achieve sustainable homeownership – including those of low and moderate income statewide. The key programs are organized by three HHOC entities or groups that are governed by their own by-laws and board of directors, and work closely together to provide a convenient, “one-stop” resource for homeowners in Hawaii.

1. HHOC: education & coaching for homebuyers to understand the buying process, gain financial literacy, connect with resources, and post-purchase services to ensure sustainability.
2. HHOC Mortgage: loan programs to assist qualified buyers that have less than 20% down payment with a lower monthly payment compared to mortgage insurance.
3. HHOC Housing & Land Trust: preserve affordable housing and homeownership opportunities in Hawaii.

HHOC is affiliated with national programs such as the NeighborWorks® HomeOwnership Center and Home Matters® movement. HHOC is financially supported by sponsors, donations and grants.

## Overview of the Position

This position will provide a combination of program oversight and direct service. The Program Supervisor is responsible for the delivery and continuous development of a program of excellence that will equip home buyers through classes, individual coaching sessions, and post-purchase services. He/she will supervise and work with the homeownership education and coaching/counseling staff to deliver quality service and evolve our curriculum and methods to be relevant to the current real estate market and our consumers. He/she will also provide direct service including but not limited to, delivering orientation sessions, homebuyer education classes, and have a caseload of prospective buyers participating in homeownership coaching. Program reporting is also a responsibility of this position. The Program Supervisor may participate in a leadership role during special events.

## Job Description

### ROLE AND RESPONSIBILITIES

#### Management

- Manages an effective and efficient service delivery system that produces a pipeline of prospective homebuyers and continuous flow of mortgage ready homebuyers.
- Adds and modifies services and programs to meet the mission of the Center.
- Maintains the standards of practices, policies and procedures for the successful operation of the Center.
- Delivers outreach, education, and program services.
- Complies with all laws, regulations, policies, and procedures.
- Ensures all reports are accurate and completed as scheduled.
- Ensures staff are trained and equipped to address their responsibilities.

#### Partnerships

- Identifies and involves potential partners in the Center's educational classes or other related activities.
- In conjunction with the Education Coordinator, develops and implements a system that achieves high retention rates of volunteers.

#### Resource development and management

- Responsible for proper financial management according to established policies and procedures and/or grant agreements.
- Participate and possibly have a leadership role at fundraising events.
- Grant reporting as assigned.

#### Leadership

- Consistently motivates staff in a positive manner and establishes a "team" approach to reach benchmark goals and long-term objectives. Regularly encourages staff participation and input into decision-making and goal setting.
- Holds staff members accountable for responsibilities inherent to their position.
- Assists staff in identifying performance goals and in developing action plans for achieving them.
- Conducts timely staff performance evaluations.

### QUALIFICATIONS AND EDUCATION REQUIREMENTS

- 3-5 years effectively managing people. Demonstrated success in building an effective team.
- Experience in developing and implementing programs.
- 3-5 years effectively working with individuals at all social, cultural, and economic levels.

- Must have a valid driver's license with clear abstract and access to a car to drive to/from meetings.
- Marketing and sales experience are helpful.
- 3-5 years professional exposure to the following areas preferred: business management, finance, real estate, and/or lending.

**PREFERRED SKILLS**

- Fully committed to the overall HHOC mission, vision, and exemplifies its values.
- Able to gain the active support and commitment from others to collaborate, cooperate, and achieve positive, measurable results.
- Demonstrates prudent and resourceful financial and business acumen.
- Strong written, verbal, non-verbal, and listening communication skills.
- Organized and detail-oriented, critical thinker, and problem solver with awareness of how attitude, demeanor and actions positively and negatively impact others or cause other implications.
- Able to effectively lead, organize, delegate and expand the capabilities of others.
- Forward thinking, quick learner, and adaptable to constant change, new methods and practices.
- Approachable, proactive and helpful to assist others with genuine care and concern.
- Proficient in using Microsoft Office suite and other computer applications with general understanding of social media.

**ENVIRONMENT/PHYSICAL REQUIREMENTS**

- Ability to multi-task, stay focused on the doing the right tasks, and keep calm in a fast-paced business environment with multiple demands and competing priorities.
- Lift up to 25 pounds to set up meeting rooms, materials, office supplies, and other tasks as needed.
- Ability to travel for business purposes to Hawaii islands and the continental U.S.

**OTHER DUTIES**

- Is able and available to network and participate in business and community-service organizations during nonbusiness hours.
- Other duties as required for the position as requested.

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time