



Position Description NeighborWorks Green Bay

Title: Homeownership Advisor / Counselor – Bilingual
Reports to: Director of HomeOwnership Center

Who We Are

NeighborWorks Green Bay is a recognized leader in community development, housing revitalization, and innovative homeownership solutions. Founded as a non-profit in 1982, we partner with residents, local government, and business to deliver a variety of educational and financial programs that promote and preserve homeownership, increase financial capabilities, and strengthen community ties. We engage in real estate development activity including single-family, multifamily, and commercial projects. We are part of a network of more than 245 independent, community-based nonprofits through our affiliation with NeighborWorks America. For more information about what we do, visit us at www.nwgreenbay.org.

Job Summary

This team member must be fluent in both Spanish and English to serve all the following roles in a bilingual capacity. Responsible for providing education, advice, coaching, and counseling for prospective homebuyers and/or those seeking to improve their financial circumstances in person, by telephone or web-based in one-on-one, small group, and large workshop settings. Understand and carry out our mission in service of the community. Serve as an advocate for the client in achieving their home ownership and money management goals. Prepare accurate budget and action plan documents and maintain comprehensive online counseling files. Participate in the design and implementation of new financial services to enhance existing Homeownership Center services.

I. Principal Duties and Responsibilities

1. Educate Prospective Homebuyers:
 - a. Responsible for teaching regular group classes for homebuyer education in both English and Spanish and managing course materials and content to maintain program relevance and compliance with standards.
 - b. Research new and innovative adult education techniques and develop recommendations.
 - c. Develop and implement strategies for outreach to and engagement of Spanish speaking families and other underserved communities seeking NWGB's homeownership programs (homebuyer education, homeownership counseling, down payment assistance, post purchase services, home improvement loans, etc.)
2. Counsel Existing and Prospective Homebuyers:
 - a. Meet in person, by phone, and video conference for one-on-one or small group counseling on pre- and post-purchase issues in both English and Spanish.
 - b. Coordinate with Lender and Loan processor to identify most appropriate Down Payment Assistance funds and complete tasks to facilitate that assistance.

- c. Identify and Develop New Products and Services: Collaborate with staff and external partners to create and implement creative solutions to neighborhood and organizational challenges.
3. Maintain Files and Records:
 - a. Use both electronic databases and hardcopy files to manage client data and compliance information.
 - b. Prepare and Error-Check Reports: Compile accurate reports from on-line systems.
 - c. Translate key documents and promotional materials from English to Spanish.
 4. As needed and as appropriate back up other counselors with financial capabilities, foreclosure mitigation and/or reverse mortgage counseling when needed.

Competencies

- Be a solutions-oriented problem solver who advocates for the client and is understanding and nonjudgmental.
- Ability to handle stressful situations with calmness and courtesy.
- Demonstrate good judgment, common sense, maturity, and team spirit.
- Requires an attention to detail and the ability to manage multiple priorities
- Excellent interpersonal, communication, public relations, and interviewing skills.
- Excellent time management skills.

Required Qualifications

- HUD Certified Housing Counselor (or ability to obtain within six (6) months).
- High school diploma or GED equivalent.
- Bilingual in English and Spanish.
- Proficient in the use of computers including use of Microsoft Office software.

Preferred Qualifications

- Two years counseling, teaching, real estate sales, or non-profit affordable housing experience.
- Proficient in the use of Salesforce CRM.

Physical Requirements - Ability to perform the following activities:

- Lifting up to 10-20 pounds.
- Carrying up to 10-20 pounds.
- Frequent standing and sitting.
- Ability to focus for long period of time on projects.
- Ability to reach, stoop and lift.
- Ability to drive a car.

The above is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

If you are interested in this position, please apply through [Indeed](#).