



Neighbors Helping Neighbors, Inc. First-Time Homebuyer Counselor

Position: First-Time Homebuyer Counselor
Employee Type: Full-Time, 35 hours per week

[Neighbors Helping Neighbors](#) (NHN) is seeking a First-Time Homebuyer Counselor to provide pre-purchase counseling and advice to homebuyers in Brooklyn and New York City.

Join an experienced, fun, and creative team as we work to advance and protect affordable homeownership in New York City. We offer a great work environment with friendly co-workers who are passionate about their jobs. Our office is centrally located in Park Slope/Gowanus, a diverse neighborhood with easy access to transportation.

NHN is a non-profit, community-based organization whose mission is to promote racial justice while empowering low- and moderate-income New Yorkers to fight for, secure, and maintain quality housing and build financial assets. NHN is a HUD-approved housing counseling agency providing homebuyer education and counseling, foreclosure prevention services, and tenant advocacy. NHN is an affiliate of Fifth Avenue Committee, a 43-year old non-profit comprehensive community development corporation and NeighborWorks America chartered member.

NHN staff are eligible to telecommute up to 2 days per week and offers flex time. Some evening and weekend hours will be required on a limited basis.

Responsibilities include:

- *Pre-purchase homebuyer counseling:* Meet with prospective homebuyers to review their homebuying goals, analyze their credit and finances, develop a homebuying action plan and timeline, help them secure mortgage financing and down payment assistance, and provide ongoing support and advice.
- *Homebuyer education:* Facilitate and lead first-time homebuyer seminars and orientation sessions.
- *Data management:* Record, maintain, and track counseling data using the online CounselorMax database, Excel spreadsheets, and other tools.

- *Outreach & retention:* Play a lead role in building a homebuyer pipeline and driving new participants to the organization through creative marketing, networking with community contacts, and assisting with social media campaigns.
- *Training, knowledge-building, and certification:* Attend regular training sessions to be informed of industry trends and to receive up-to-date information regarding homebuyer counseling. Obtain HUD-Certification and NeighborWorks NCHCEC Certification in Homeownership Counseling.
- **Intake and Assessment:** Perform intake and assessment of individuals seeking housing counseling assistance.
- *Other duties as assigned.*

Qualifications:

- Bachelor's degree preferred.
- Experience in banking, personal finance, and/or social services required.
- Additional experience in pre-purchase homebuyer counseling preferred.
- HUD-Certified or able to apply for HUD-Certification within 3 months of hire.
- Excellent interpersonal and strong public speaking skills.
- Ability to engage with low- and moderate-income homebuyers in a respectful manner.
- Genuine interest in providing an excellent customer service experience.
- Able to work well on a team as well as independently.
- Highly-organized self-starter able to multi-task.
- Excellent computer skills; familiarity with CounselorMax a plus.
- Fluency in a second language is helpful, particularly Spanish, Haitian Creole, Mandarin, or Cantonese.
- Strong commitment to NHH's missions.

Salary: \$55,000 to \$59,000 annual salary, commensurate with experience. NHH offers a comprehensive benefits package including health, dental and vision insurance benefits (following a 90-day waiting period), voluntary flexible spending plan, 403b retirement plan, and paid leave time including 18 vacation days and 13 paid holidays.

To Apply: Please email cover letter and resume to jobs@fifthave.org by November 30, 2021. Indicate "First-Time Homebuyer Counselor" in the subject line.

No phone calls, please.

NHH is an equal opportunity employer (EEO). People of color, community residents, and women are strongly encouraged to apply.