

POSITION DESCRIPTION
Neighborhood Housing Services of Great Falls
dba NeighborWorks Great Falls

Job Title: Group Education Facilitator/Data Management Coordinator
Accountable To: Homeownership Center Manager
Revision Date: 7-2018

Position Status: Regular Full time
FLSA Status: Non-exempt
Grade: 6
Wage range: \$13.00-\$18.00

Minimum Qualifications:

- AA in business, education or related field, or equivalent experience preferred.
- Demonstrated knowledge and experience in facilitating groups and/or teaching programs
- Proven ability to work in a small team environment
- Quick learner and self-starter, particularly with technology and databases
- Oral and written communication skills necessary
- Computer and data entry skills necessary
- Must have flexible schedule, ability to work evenings and weekends
- Experience with SalesForce.com is a plus

Essential Duties and Responsibilities:

HOMEBUYER EDUCATION/RENTAL EDUCATION (70%)

- Promote, organize, and facilitate monthly homebuyer education classes and other group classes as applicable
- Complete all follow-up paperwork for Homebuyer Education
- Enter data into management system(s) and enter closing documents as applicable and follow up with each class through the client management system
- Direct clients to counselor as needed

CLIENT PORTAL/CUSTOMER REALTIONSHIP MANAGEMENT TECHNOLOGY (20%)

- Ensure proper use and development of customer relationship management technology
- Participate in NeighborWorks America *Sustainable Business Initiative* as it relates to Homeownership

ADDITIONAL RESPONSIBILITIES AND DUTIES (10%)

- Assist with tradeshow and informational booths
- Assist and develop relationships with community partners as directed by the Homeownership Center Manager
- As required by the Homeownership Center Manager

TRAINING

- The employee must become a HUD-certified counselor within one year of employment
- The employee will be required to take the following courses offered at NeighborWorks America Training Institutes:
 - Administration training for Salesforce program
 - HO-229 Train the Trainer
 - HO-250 Homeownership Counseling and Certification

This job description describes the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.

Physical Requirements:

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. Applicants must be able to exert light physical energy and sit for long periods. Tasks may involve extended periods of time at a keyboard or workstation.

This document does not create an employment contract, implied or otherwise. NeighborWorks Great Falls retains the discretion to add to or change the duties of this position at any time.

By signing below I acknowledge that I have read and understand the requirements and performance criteria for this position.

Employees' Signature

Date

Supervisor's Signature

Date

NeighborWorks Great Falls is seeking a full time **Group Education Facilitator and Data Management Coordinator**. NeighborWorks Great Falls is looking for an individual, committed to our mission to support homeownership through education and community collaboration. This position will coordinate and facilitate our group education, communicating and encouraging our community experts to share their expertise. Education classes requires the individual to work evenings and weekends. This position will require an individual to be computer savvy and open to learning and developing areas of our data management programs.

Organization mission: NeighborWorks Great Falls creates strong neighborhoods and successful homeowners by developing and promoting quality affordable housing.

Minimum Qualifications: AA in business, education or related field, or equivalent experience. Demonstrated knowledge and experience in facilitating groups and/or teaching programs. Proven ability to work in a small team environment. Quick learner and self-starter, particularly with technology and databases. Oral and written communication skills necessary. Computer and data entry skills necessary. Must have flexible schedule, and ability to work evenings and weekends. Experience with SalesForce.com is a plus.

Salary is \$13.00 - \$18.00 per hour depending on experience. Please send your cover letter, resume and 3 references with contact information to info@nwgf.org. You can also visit <http://nwgf.org/Careers> for more information and the full job description. Questions? Call 761-5861.