

Job Announcement

Position: Intake Specialist – (4 positions)	Department: Housing
Location: Hughesville, MD	Employment Status: Full-Time
FLSA: Exempt Grade: 11	Compensation: \$36,597 - \$54,895
Weeks Worked: 52 Created: December 29, 2021	Work Per Week: 40 + hours Monday – Friday, some evenings/weekends
Opening Date: May 12, 2021	Closing Date: Until Filled

Summary of Job Description: The program provides comprehensive housing counseling services, which include housing workshops in the areas of pre-purchase, financial education, foreclosure, and post-purchase education. The intake specialist supports the housing counseling operations to include intake, outreach and recruitment, referrals, data entry, meetings, file management, workshop management, etc.

The Intake Specialist must be able to process housing assistance-related applications. The intake specialist must also assist Housing Counselors with sessions in mortgage default & delinquency, financial management, student loan, pre-purchase, and post-purchase counseling. The Housing Specialist is directly responsible to the Program Manager for the satisfactory performance of the essential job functions.

Summary of Requirements: Bachelor's *Degree* in Social Work, Psychology, Sociology, Counseling, or other Human Services related fields and two (2) years of job-related experience in housing counseling, budget/credit counseling, real estate, loan processing, underwriting. However, in lieu of the bachelor's degree, three (3) years of case management, intake, counseling, or other related experience may be substituted. Skills and proficiency using Microsoft Word, Excel, Outlook, or other software applications to retrieve data, create spreadsheets and reports. Must always maintain confidentiality.
Communication Skills: Communicates effectively, appropriately, and professionally in written and verbal formats with coworkers, supervisors, customers, and vendors.

Responsibilities and Duties:

Conduct needs assessment for customers

- Interview renters to establish a history and the cause of the default/delinquency.
- Provides accurate, relevant, and helpful information to assist customers in developing solutions in money management, credit-related, and housing issues via telephone or in a one-on-one consultation.
- Explore workout options with the customers through a financial review and monthly budget.
- Assist student loan customers through Housing Counselors with loan analysis and provide advice on repayment options.
- Conduct seminars and related one-on-one counseling sessions under Housing Counselor leadership.
- Prepares materials and enroll customers for housing workshops.
- Answer questions about housing services and share program information, attend outside meetings with collaborating agencies.
- Maintain customer records, including documenting all contacts made with customers and all third parties according to SMTCCAC and HUD guidelines.
- Utilize CAP60 and Home Counselor Online (HCO) tracking system for case management.
- Refer homeowners and renters to other sources of assistance, as necessary.
- Audits the Housing files to ensure compliance with current regulations.

- Participate in special projects as assigned by management.

Other duties as assigned.

Licenses or Certificates:

Certifications in Fair Housing, Pre-Purchase Homeownership Education, Foreclosure Intervention/Default Counseling, Post Purchase Homeownership Education, Financial Capability, and HUD certification encouraged. Possess a valid Maryland Driver's License.

Special Requirements:

State and Federal Bureau of Investigation Criminal Background Check, National Sex Offender Public Registry Check, Current Certified Driving Record, Physical, Tuberculin PPD Tine Test at time of employment, and annually, or by physician requirement, thereafter, and Pre-Employment, Random, Post-Accident Drug and Alcohol testing. Must be available to meet with customers on evenings or Saturdays as needed.

Physical Demands:

Work requires limited physical effort.

Applications Accepted by Mail and Online	
<p><u>Mail to:</u> SMTCCAC, Inc. - Human Resources Dept. P.O. Box 280 Hughesville, MD 20637</p>	<p><u>Online at:</u> www.smtccac.org</p>
<p>Required Documents: The following documents are required based on job: In addition to your application and resume, please provide a copy of your degree and/or a copy of your college transcripts.</p> <p>Applications and Documents submitted with missing information will not be considered. Do not send applications via Fax.</p>	

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