

REHAB SPECIALIST

COMPENSATION: \$40,000 - \$60,000

FLSA: Non-Exempt

LOCATION: San Antonio, TX

CONTACT: jobs@naca.com or 617-250-6222 ext.1221

BENEFITS: Comprehensive package: single/family health, vision, dental, 401(k) and more

WEBSITE: www.naca.com

NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with over two million Members through over forty-five offices nationwide. Over the past thirty years NACA has established a track record that has earned both the respect and fear from others in the lending industry. NACA stands out in the following areas: 1) It is the most effective organization in the country in providing affordable homeownership; 2) It is the place to work to fight for economic justice for those dedicated and willing to work hard; and 3) It provides unprecedented opportunities for staff to do well financially by doing good.

Started in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals that engaged in predatory and discriminatory lending. NACA's success is a result of its aggressive, confrontational advocacy and state-of-the-art systems and operations. The purchase program provides comprehensive counseling as HUD's largest housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage: no down payment, no closing costs, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has over \$15 billion in mortgage commitments from the country's largest lenders to support this program. Through its HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this track record of success, NACA is undertaking rapid expansion across the country with the hiring of many additional staff nationwide. NACA continues its aggressive advocacy in fighting for economic justice for low-to-moderate income people and communities. In addition to affordable homeownership, NACA takes on economic justice issues such as student debt, tax equity, income inequality, environmental and other issues. Employees at NACA have a tremendous impact on the communities and the Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

REHAB SPECIALIST

The Rehab Specialist ("RS") works in the Home and Neighborhood Development (HAND) Department of NACA, located in San Antonio, Texas. HAND supports NACA's mission to provide NACA's Best In America Mortgage with a primary focus on low-to-moderate income homebuyers, while revitalizing communities nationwide. As part of the NACA Mortgage, funds can be escrowed for repairs and renovations to be completed after the closing and HAND oversees this process.

The RS is responsible for assessing, processing and managing the approval and oversight related to all housing property conditions as they apply to NACA's property standards for health, code, safety, structural and general livability requirements, plus any Wish List repairs. S/he will

be working in an open environment within small teams that support a given market. There is constant communication with Members, contractors, vendors and others relating to the submission of inspections, bids, rehab budgets, project approvals, payment procedures and overall rehab project management. S/he provides renovation guidance and education to NACA home buyers while completing rehab duties and adhering to NACA's customer service standards. A RS works closely with the HAND Director for Member, lender, vendor, office and program support. The RS also works in a timely and effective manner ensuring department goals and metrics are being met as set by NACA management.

JOB RESPONSIBILITIES:

This position requires coordination and assessment of all property condition defects. In their role the RS:

- Educates Members, real estate agents, HAND vendors and NACA staff about the rehab requirements and process as it relates to NACA's property condition standards and mission.
- Prioritizes activities as per stated policies and national direction.
- Engages in regular and direct phone communication with Members, vendors, real estate agents and others in support of each transaction.
- Reviews uploaded property inspection reports to assess code, safety, structural and health defects.
- Reviews inspections, evaluations, work write-ups, bids and additional cost information to determine scope of work and costs necessary to create a final rehab budget and approve the rehab.
- Approves final Rehab Budget working with the Member to complete the scope of work using final bids from contractors working on the project.
- Reviews and clears re-inspections of negotiated seller completed repairs.
- Works with lenders to address final rehab repair conditions to secure loan approval.
- Authorizes start of project, monitors rehab progress and communicates options for changes, payments and resolution of project disputes and work with member and lender until project is completed.
- Perform other functions related to starting the project, reviewing inspection reports, change orders, and other HAND and NACA responsibilities as required.

Minimum Production Requirements:

- Maintain minimum pipeline of 75 to 125 rehab projects at one any time.
- Maintain customer service satisfaction with Members, vendors and lender.
- Minimum daily requirements – Complete 20 to 25 reviews a day, based on duty assignments. This includes property inspections, evaluations and bid review, clearing lender conditions, approving final rehab budget, project approvals, change order requests, and other assigned duties. Management may change the requirements at its sole discretion.

Office Standards:

- Phones answered promptly and professionally. Return all voicemails the same day but no later than 24 business hours.
- Conduct and complete review tasks within the HAND tickler reports (pipeline) as required.
- Maintain daily appointments in prompt and professional manner, as scheduled on HAND's appointment calendar, documenting communications and task requirements within the member's file narrative, per appointment policies.

- Inform and prepare members for the HAND rehab process from the point a property is identified until the loan is closed, and through project management when applicable.
- Meet HAND department metrics.
- Effectively work within the department and with other staff within the office to support member and vendor education as it applies to the HAND policy and procedures.
- Ensure work is completed on time and within the required work schedule with limited need for overtime.
- Adhere to NACA's standards of Member services for all Members, NACA staff, co-workers and affiliates, adhering to office professionalism.
- Requires sitting at a desk with limited physical activity and constant computer use.
- Adhere to timeline for inspection review, rehab cost determination, repair approval and other timeline requirements.
- Follow-up with Members, real estate agents, vendors, NACA staff, national management and others.

TIME DEMANDS:

The Rehab Specialist must be able to meet the demands of the job that consists of 40 to 50 hours per week with overtime as permitted and necessary. Typical working hours are 8:30 a.m. to 6:00 p.m. weekdays. Based on performance, volume and workload, weekend work may be required to complete tasks ensuring closing timetables are met. The Rehab Specialist is expected to work within the required schedule with no or limited need for overtime unless otherwise required or approved.

COMPENSATION:

The compensation is between \$40,000 and \$60,000 based on an hourly pay of \$18 to \$25 an hour. The candidate's performance evaluation and future compensation is largely based on meeting the job responsibilities, competencies and skills stated herein.

JOB QUALIFICATIONS:

NACA seeks leaders with a positive and open attitude, a strong work ethic and relentless commitment to success with attention to detail and ability to meet aggressive deadlines and ambitious goals. S/he is expected to have a high level of core competencies and skills included in one's personal characteristics and professional experiences in the following areas: communication, organizational skills, professional skills, professionalism, customer service, time management, positive leadership, computer skills and being mission-driven. The **Core Competencies & Skills** are described in detail at www.naca.com.

EDUCATION:

- High School Graduate or Equivalency – Required
- Bachelor's degree in Residential Construction Related Fields – Preferred
- License(s) or Certification(s) in one or more residential repair trade services – Preferred
- Mortgage and/or real estate courses- Preferred

EXPERIENCE & SKILLS:

- Five years or more in field experience as it relates to residential or commercial construction, maintenance and inspection services (i.e. builder, general contractor, residential property inspector, architect, structural engineer, insurance adjuster, safety and code specialists, etc.).
- Regional knowledge of local and state building codes, permits, and licensing requirements.

- Strong computer skills and familiarity with Microsoft Office.
- Multifamily property management, real estate brokerage experience and/or knowledge - Preferred.
- Ability to write and speak languages other than English, particularly Spanish, is a plus.

APPLICATION PROCESS

Applicants must complete the application at www.naca.com.

NACA is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in Spanish, as well as second change applicants are strongly encouraged to apply. To follow-up and for inquiries regarding this and other positions contact NACA's HR Department at jobs@naca.com or call 617-250-6222 ext. 1221.

This job description is solely for descriptive purposes with NACA reserving the right to make unilateral changes to this job description including the compensation for all staff or on an individual basis. NACA may also change the compensation during campaigns, activities and events at its discretion. This does not constitute a contract for employment. Nothing herein shall limit NACA in its sole discretion from terminating a Counselor for any reason or no reason with employment on an "at-will" basis.