

NATIONAL SERVICES REPRESENTATIVE

COMPENSATION RANGE: \$15 to \$18+ per hour

FLSA: Non-Exempt

LOCATION: Offices Nationwide

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

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

WEBSITE: www.naca.com

NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with than two million Members and 47 offices nationwide. Over the past thirty years NACA has established a proven track record earning not only the respect but 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) NACA 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 which requires no down payment, no closing costs, no need for perfect credit and always at a below-market, fixed interest rate. NACA has more than \$20 billion in mortgage commitments from Bank of America and other major lenders to support this program. Through NACA's HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective organization in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this unprecedented track record of success, NACA is rapidly expanding across the country and is hiring many hard working, dedicated, exceptional new employees. NACA continues its aggressive advocacy in fighting for economic justice for low-to moderate-income people and communities. NACA also continues to fight for economic justice including eliminating student debt, increasing taxes on the wealthy, reducing income inequality, ending structural racism and mitigating climate change among other issues. Employees at NACA have a tremendous impact on the communities and Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

NATIONAL SERVICES REPRESENTATIVE ("NSR")

The National Services Representative ("NSR") is responsible for scheduling counseling appointments,-addressing questions and resolving issues concerning NACA's operations

assigned to the NSR. The NSR spends most of their time answering calls on NACA's heavily utilized national call queue. NSRs located in a local NACA office, also provide services to Members and others who visit the office. The NSR also participate in making outbound calls for campaigns and outreach when not receiving National Queue calls.

The NSR must be a problem solver, have a mind set to learn and be flexible. S/he would utilize these skills to take the initiative in resolving a Member's issue and concern(s). The NSR must be knowledgeable about NACA's programs with a good understanding of NACA's Policies and Procedures manual to effectively address the caller's issues in a timely manner. In situations where the NSR cannot immediately resolve the issue, the NSR may need to directly connect a NACA staff person with the Member to resolve an issue or obtain necessary information. The NSR follows-up with the caller to provide solutions or confirms that a staff person has resolved the issue and the Member is satisfied. If the NSR encounters significant issues with a staff person or department, the NSR must address these issues with the appropriate manager or national management. NSRs are required to document all issues, responses, and outcomes in the Member's narrative. It is crucial the Member is heard throughout the process by establishing appropriate expectations to resolve the issue(s) through effective communication and results.

JOB RESPONSIBILITIES:

The NSR must accomplish the following tasks on a day-to-day basis:

Main Responsibilities:

- **Member Service Calls** - Answer incoming calls from the National Queue in an effective and professional manner. Ability to defuse tense situations and ease Member's frustrations.
- **Resolve Issues** - Work with Members to resolve Member issue(s). Review the Members file in NACA-Lynx. Document all Member issues and resolution(s) in the Member's narrative in NACA-Lynx.
- **Timely Response:** Address calls in an effective and timely manner.
- **Appointments** - Schedule appointments for Members in all NACA's departments.
- **Web-file Assistance** - Assist Members with access to their Web-file including password issues.
- **Documenting Complaints** – Input information in NACA-Lynx, identifying Member and staff person, subject of complaint, description, and resolution.
- **Outgoing Calls** - Call out to Members as needed.
- **Email Responses** - Answer all emails from the assigned Email Follow-up lists.
- **Frequently Asked Questions** – Stay up to date with document of Frequently Asked Questions ("FAQ") and appropriate consistent responses.
- **Outreach** - Assist in advocacy and outreach campaigns by calling Members, church leaders, businesses, politicians, and community leaders.
- **Other duties** - As assigned.

TYPICAL DEMANDS:

The NSR must be able to meet the demands of the job which typically consists of 40 hours a week. S/he must be flexible in his/her work hours, which will depend on NACA's Events, changing demand for NACA services and other factors. NACA reserves the right to modify an NSR's work hour by increasing hours, reducing hours, changing shifts, and/or requiring weekend work. Such modifications may occur on short notice including during an existing shift. Typical working hours are: 8:30 a.m. to 5:30 p.m. weekdays with no or limited need for overtime unless required or approved. During NACA's Events (which occur primarily over five days each including weekends) and other campaign activities, NSRs may be required to work the following increased hours, subject to NACA's discretion.

COMPENSATION:

The salary range is between \$15 and \$18+ per hour based on experience. The candidate's performance evaluation and future compensation is largely based on meeting the Job Responsibilities, Competencies and Skills stated herein.

PERFORMANCE:

- Flexible, ready and willing to address other functions, campaigns and activities as required by NACA, including travel.
- High work efficiency by spending more than 85% of her/his time in NACA-Lynx or as adjusted by management ("Work Efficiency"), since nearly all NACA's activities require work in NACA-Lynx.
- Not to engage in any time theft. During work hours, the NSR is to be working and not engaging in non-work discussions and activities. Non-work activities are done off site or in designated areas at times approved by management and not paid.
- Adheres to NACA's standards of customer service for all NACA Members and to office professionalism at all times including appropriate dress attire.

PHYSICAL DEMANDS / WORK ENVIRONMENT:

An NSR provides assistance to Members by phone from NACA's National call queue and/or local offices. An NSR must be able to perform the following tasks to perform the job responsibilities.

- Sit for extended periods of time
- Read computer screen/monitor for extended periods of time
- Read complex documents
- Answer a high volume of telephone calls, with a head-set, for extended periods of time

JOB QUALIFICATIONS:

NACA seeks leaders with a positive attitude, a strong work ethic, 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:

- B.A. or B.S. – Preferred
- High School Graduate or Equivalency – Required
- Mortgage and/or real estate courses – Highly Preferred

Experience:

At least two years demonstrating some or all of the following:

- Experience and knowledge of NACA's Home Save and Purchase Programs.
- Call center experience
- Counseling or social work, such as school guidance
- Mortgage brokerage, origination and/or processing
- Education (i.e., teaching)
- Loss mitigation

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 chance 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 an employee for any reason or no reason with employment on an "at-will" basis.