

NACA COUNSELOR

COMPENSATION: \$50,000 to \$100,000+ (including substantial production incentives)

FLSA: Non-Exempt

LOCATION: NACA Offices Nationwide

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 largest HUD approved non-profit homeownership, housing counseling and advocacy organization with more than three million Members strong and 47 offices nationwide. For more than three decades, NACA has established a proven track record earning not only respect for its operations but fear from predatory lenders. NACA's reputation is built on being the most effective organization across the United States in providing affordable homeownership. Over the past thirty years, NACA has been in the forefront in fighting against abusive and discriminatory lending practices. NACA is aggressively hiring hardworking, relentless and dedicated individuals willing and wanting to fight for economic justice and racial equality. 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 engaged in predatory and discriminatory lending. NACA's success is a result of its relentless, confrontational advocacy and state-of-the-art systems and operations. NACA's 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, requiring no down payment, no closing costs, no mortgage insurance, 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 fund this extraordinary mortgage. 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 more than 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.

Advocacy in Support of NACA's Mission:

Employment with NACA requires ongoing participation in NACA's advocacy, outreach, community organizing, and other activities as determined by NACA. Counselors need to support and actively promote the organization's mission, tactics, and advocacy. Such participation in and support of NACA's aggressive advocacy campaigns and other activities are important in advocating for economic justice and expanding NACA's Best in America Mortgage and homeownership program. While these activities may impact Performance Pay compensation, they are an important part of a NACA Counselor's job and are crucial for NACA's continued success and for meeting NACA's mission. The Base Pay for a NACA Counselor provides a minimum "cash-flow" each pay period to compensate for outreach, NACA's advocacy campaigns and other activities that may reduce the time available for obtaining Performance Pay. Compensation for events, such

as weekend or extended days counseling, which the Counselor may be required to participate, may be different than that stated herein as determined in NACA's sole discretion.

NACA COUNSELOR:

A NACA Counselor can be either a Housing Counselor ("HC") or Mortgage Counselor ("MC"). The priority is for a NACA Counselor to work from a NACA office where they can be most effective and receive on-going support. On an exception basis, NACA may hire a NACA Counselor to work temporarily or permanently from their home using video conferencing. Most staff begin their employment at NACA as a HC. NACA is the only job in the counseling and mortgage industry where an employee can provide many low and moderate-income borrowers and those locked out of affordable homeownership with an incredible mortgage while also earning considerable income. The NACA mortgage and homeownership program are so superior that they require virtually no marketing efforts. NACA provides an instant pipeline of homebuyers without the need to generate leads which allows the NACA Counselor to be dedicated to helping NACA's Members take control of their finances and prepare them for homeownership with NACA's Best in America Mortgage.

Training & Advancement Process

NACA Counselors are provided with comprehensive support, training and opportunity to create a strong base of Members during their initial six months of employment ("Development Period"). Compensation during this period is a base pay of \$15 per hour in addition to performance pay. A new hire begins as a Housing Counselor ("HC") with the expectation she/he will become a Mortgage Counselor ("MC") licensed as a Mortgage Loan Originator ("MLO") within six months of employment. If the HC does not meet this requirement, NACA, in its sole discretion may reduce the HC's Base Pay, transition the HC to another position, terminate employment, or make other changes.

This document includes the responsibilities and compensation of MC which a HC is expected to become within six months of employment. The MC position includes all the HC responsibilities and additionally, mortgage related responsibilities. An MC's compensation is significantly greater than the HC. NACA provides and/or pays the costs of classes, certification, licensing, and continuing education requirements, consistent with NACA policy and current regulations.

NACA provides free comprehensive training for new hires including classes, test preparation and support. This training consists of twelve (12) weeks from the hire date. To pass the training, the NACA Counselor must meet the requirements for full production comprehensive counseling and demonstrate their effectiveness as a Counselor. The training will also include classes to become a HUD Certified Counselor and a licensed mortgage loan originator. During this intensive training the Counselor attends two weeks of intensive training on the NACA program; classes to pass the HUD Counseling certification; classes to pass their Mortgage Origination test, and assignment to a Mentor for support.

In support of the licensing requirements for HUD Counseling Certification and Mortgage Loan Origination, NACA provides assistance and coordination through the Compliance Department. The NACA Counselor must become HUD certified within thirty (30) days of employment with NACA. This requires adhering to the NACA provided training, studying for the test, achieving a passing score, and completing the follow-up to become HUD certified. Within six months of employment, the NACA Counselor must become licensed as a Mortgage Loan Originator through the National Mortgage Licensing System transitioning to the MC position. To become licensed the NACA Counselor must prepare for the federal exam(s) (state where applicable), pass the exam(s), and meet state licensing criteria. A MC must keep his/her individual license active and in good standing with the NMLS system in the respective states in which the MC is authorized to conduct business and cooperate with the NACA Compliance Department.

Time Demands & Work Environment

Approximately 45 to 50+ hours weekly and as necessary to meet the demands of the job. Typical working hours are: 8:30 a.m. to 6:00 p.m. weekdays and some late night(s). In addition, two Saturdays are required every month for homebuyer workshops and/or counseling. The NACA Counselor may be required to work increased hours for campaigns and other activities at NACA's sole discretion.

Performance

NACA Counselor's performance and compensation is outcome based. Members come to NACA to achieve affordable homeownership and the performance requirements and performance pay incentivize such positive outcomes for the Members.

Performance Requirements:

The NACA Counselor is required to provide comprehensive counseling sessions to between 15 and 20 Members per week and to NACA Qualify a minimum of eight Members per month. A major counseling responsibility for all Members is to provide counseling that improves a Member's financial management. This consists of the following: accurate monthly budget with documented expenses, increased savings, decreased debt, improved payment history, on-time rental payments, or stopping over drafts. These are some of the basic qualities of good counseling that NACA provides and monitors. NACA, at its sole discretion, may adjust such requirements or add requirements for an individual Counselor(s) or more broadly.

Performance Pay:

Both Housing Counselors and Mortgage Counselors receive performance pay. This is the only additional pay a NACA Counselor can receive since NACA does not permit any NACA employee to charge the Member or others for any service provided, nor to add any product to the loan or do anything else to increase compensation.

Performance Pay is significantly higher for services provided to those in greatest need of the program. These are the Targeted Members who are low- to moderate-income individuals and Members purchasing in Targeted Areas which are low- to moderate-income areas. NACA uses incentives to help achieve its commitment to provide at least 70% of its mortgages to low- and moderate-income individuals and communities.

- **Targeted Members:** Members whose income is 80% or less of the median income in the Metropolitan Statistical Areas ("MSA's") area where the Member purchases.
- **Targeted Areas:** Properties in a census tract where the tract medium family income percentage is 80% or less of the MSA.

HOUSING COUNSELOR:

The HC only works with Members through NACA Qualification. Once the Member concludes the housing (homeownership) counseling, if they decide to apply to the NACA Mortgage, then they will be assigned to a Mortgage Counselor who will be the primary point of contact through closing.

A HC manages the Members assigned to her/him to provide them with comprehensive, individual housing and budgeting counseling services in a local NACA office or by video conferencing to Members in NACA's Homeownership Program. The HC helps potential homebuyers overcome the roadblocks that prevent them from qualifying for a mortgage and purchasing a home. S/he ensures effective and timely communication, explains requirements, requests necessary documents, and determines readiness for homeownership and an affordable mortgage payment for each Member. The HC also works with the Member to address and improve their financial management. Also, additional counseling is provided to homeowners with an unaffordable mortgage through NACA's HomeSave program.

The HC utilizes NACA's state-of-the-art content management software called NACA-Lynx that enables paperless housing counseling and mortgage processing. The HC works with Members to be qualified for the NACA Mortgage or other mortgages ("NACA Qualification"). This requires full documentation based on NACA's policies and procedures. For some Members, this can be achieved quickly while for others it may take several months or more. The HC qualifies the Member for the NACA Mortgage using NACA's character based and compensating factor underwriting policies. A NACA Mortgage Specialist reviews the HC's determination to make the final decision on whether the Member should be NACA Qualified or requires additional counseling or documentation.

The HC maintains a professional demeanor and provides outstanding customer service at all times. The HC educates the Member on her/his next steps at each stage of the process and utilizes problem solving skills and excellent budget guidance. S/he must be able to work independently with Members. The HC must manage their time effectively, so they complete effective counseling sessions within specified time limits and in an accurate manner.

On a day-to-day basis, the specific job responsibilities of a Housing Counselor include the following:

- Provide Members with clear direction for a path towards homeownership and improve their financial management.
- Work with NACA's software to accurately complete documentation and data entry for efficient and paperless qualification.
- Write narrative analyses and action plans to document next steps after each counseling session.
- Qualify Members by reviewing payment history, liabilities, and other credit information.
- Work with Members to develop an affordable budget and address budget issues through comprehensive financial counseling
- Work with Members defining a plan to save minimum required funds to make the home purchase.
- Work with the Member to calculate a monthly cash flow surplus to demonstrate that the Member can afford a higher mortgage payment over the long term.
- Examine and process documents, addressing issues as needed.
- Determine readiness for homeownership based on NACA's Qualification Criteria: eligibility, readiness, affordability, funds, and compliance.
- Determine a maximum affordable mortgage payment and purchase price.
- Address NACA Qualification conditions (if any) within 48 hours.
- Educate the Member about alternative mortgage products or solutions for Member to feel comfortable with their mortgage decision.

Other Activities and Requirements:

- Present Home Buyer Workshops.
- Assist in outreach activities focused on low- and moderate-income communities, churches and job sites.
- Engage in regular trainings.
- Other duties as assigned.
- Regular and punctual attendance is required.

Housing Counselor - Compensation:

Housing Counselor's total compensation is structured so a HC can earn an overall compensation from \$50,000 to \$60,000+. The compensation consists of the Base Pay, Performance Pay and Monthly Bonus. This is based on an hourly wage of \$15.00, greater if required by law, plus any overtime ("Base Pay") and with the expectation of qualifying at least five Members each month.

Performance Pay:

- Targeted Member or Targeted Area: \$250 per closed NACA Mortgage.
- Non-Targeted Member or Area: \$150 per closed NACA Mortgage.

MORTGAGE COUNSELOR

The MC provides all the job responsibilities of the HC. In addition, the MC as a licensed MLO provides the below mortgage origination and processing activities.

Mortgage Origination & Processing:

Only the MC can assist a Member in securing a NACA mortgage or engage in other mortgage origination activities regarding a mortgage application for a specific property. The responsibilities of the MC in addition to those identified above in the Essential Functions include the following:

- During Member's housing search stay in contact to maintain their NACA Qualification.
- Assist Members during their housing search to purchase within their affordability providing property specific letters.
- Review and process Member's application for NACA Credit Access (i.e. verification that the property and Member meets the underwriting criteria).
- Submit Member's mortgage application.
- Address lender conditions.
- Assists the Member through closing as appropriate to facilitate the mortgage process.

Mortgage Counselor - Compensation:

MC's total compensation is structured so a MC can earn an overall compensation from \$60,000 to \$100,000+. This is based on an hourly wage rate of \$12.00, greater if required by law, plus any overtime ("Base Pay") with an expectation of closing between five and ten mortgages per a month.

Performance Pay:

Complete Process (i.e., from NACA Qualification through Closing):

- Targeted Member or Targeted Area: \$850 per closed NACA Mortgage
- Non-Targeted Member or Area: \$500 per closed NACA Mortgage.

Partial Process (i.e., Mortgage Processing):

- Targeted Member or Targeted Area: \$400 per closed NACA Mortgage.
- Non-Targeted Member or Area: \$300 per closed NACA Mortgage.

NACA COUNSELOR 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 & Certifications:

- High School graduate or equivalency – Required
- Bachelor's degree – Preferred
- Mortgage, real estate or finance courses – Highly Preferred

Experience & Skills:

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

- Mortgage brokerage, origination and/or processing
- Counseling or social work, such as school guidance
- Relevant experience: teacher; customer service; mortgage loss mitigation
- Real estate brokerage, training and/or experience
- Financial counseling or advisory role
- 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 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.1215.

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.