

Homeowner Services Coordinator

Central Delaware Habitat for Humanity – Dover, DE
Full-Time | Non-Exempt | \$45,000 annually

About Us

Central Delaware Habitat for Humanity partners with hardworking families to build strength, stability, and self-reliance through affordable homeownership. As we expand our impact and strengthen our programs, we are seeking a compassionate, organized, and mission-driven professional to support families on their journey to becoming Habitat homeowners.

This is an excellent opportunity for someone who wants meaningful work, enjoys helping people, and is excited about growing into a leadership role over time.

Position Summary

The **Homeowner Services Coordinator** is the primary contact for partner homebuyers after they have been accepted into our homeownership program. This role supports families through sweat equity, homeownership education, mortgage readiness, the closing process, and into their first year as homeowners.

This role does *not* manage applicant intake — that responsibility will belong to the Programs Coordinator. Instead, the Coordinator focuses on supporting approved families throughout the remainder of the Habitat journey.

This is an **entry-level to mid-level position** with a clear pathway to advancement as skills grow.

Key Responsibilities

- Serve as the main point of contact for approved partner homebuyers.
- Facilitate onboarding meetings and explain program expectations.
- Track sweat equity hours in coordination with the Volunteer Manager and Construction team.
- Schedule and support homeownership training workshops.
- Provide ongoing coaching, communication, and support through mortgage-readiness.
- Assist families with document preparation leading up to closing.
- Maintain accurate case files and compliance documentation.

- Conduct post-closing follow-ups and support new homeowners for up to one year. • Assist with early-stage mortgage delinquency outreach.
- Provide administrative support to the Homeowner Services Committee. • Support events such as groundbreaking, wall-raising, closings, and dedications.

Qualifications

Required:

- Strong communication and customer service skills
- Ability to work compassionately with diverse populations
- Strong organization, documentation, and follow-through
- Proficiency with Microsoft Office and digital recordkeeping
- Valid driver's license and ability to pass background and credit checks • Willingness to complete annual Mortgage Loan Originator (MLO/QLO) training (provided)

Preferred:

- Experience in housing, social services, case management, or nonprofit programs • Experience working with volunteers or committees
- Familiarity with Habitat for Humanity programs

Work Schedule

- Full-time, in-office, Monday–Friday
- Occasional evenings or weekends for workshops or special events

Salary & Benefits

- **\$45,000 annual salary**
- **Paid medical insurance** (eligible after 60 days)
- **Retirement plan with employer contribution** (eligible after 60 days) • **Paid time off (PTO)**
- Professional development opportunities

- Advancement path

How to Apply

Please submit your **resume and a brief cover letter** to:

◆◆◆◆ careers@centraldelawarehabitat.org

Subject line: *Homeowner Services Coordinator – Application*

Applications will be reviewed on a rolling basis.

CDHFH is committed to fair, transparent compensation aligned with our mission and budget.