



About Lawrence CommunityWorks

Lawrence CommunityWorks, Inc. is a community development corporation that weaves together community planning, organizing, and asset-building efforts with high-quality affordable housing and commercial development to create vibrant neighborhoods and empowered residents. By facilitating conversations and action on community priorities, LCW engages partners and a network of youth and adult residents in opportunities to move themselves and the city of Lawrence forward.

The **Asset Building Department** provides financial, homeownership, and foreclosure prevention services with the objective of helping low- and moderate-income residents achieve greater financial stability and long-term upward economic mobility. We accomplish this by delivering services that equip residents with financial knowledge and skills, provide ongoing social and community support, and present an empowering and motivating environment that fosters ongoing personal and community progress and success.

Position: Asset Building Homeownership Center Coordinator

The Asset Building *Homeownership Center (HOC) Coordinator* will provide direct daily oversight of AB's *Homeownership Center* seeks to promote and expand stable homeownership through homeownership education, and counseling. Programs including Pre-purchase, Post-purchase and Foreclosure Prevention housing counseling, as well as First-Time Homebuyer Seminars, HomeSafe Homeowner Workshops and Foreclosure Information Sessions. The goal of Pre-purchase counseling and First Time Homebuyer Seminar is to inform, empower and support clients through the entire process of buying their first home. The goal of the Homeowner/Post Purchase and Foreclosure Prevention programs is to help homeowners successfully sustain homeownership, including stabilizing situations of crisis for those who are at risk of foreclosure.

Homeownership Center Coordinator Responsibilities

- Oversee the operation of HOC programs and its designated staff and volunteers.
- Maintain adherence to all programs workflows and standard practices through the program participant engagement process.
- Ensure programs and services are delivered with the highest level of customer service, professionalism and empathy.
- Set and coordinate HOC workshop schedules and events, ensure proper course marketing, enrollment and service delivery, in both classroom and virtual settings.
- Ensure HOC programs meet and exceed operational standards and guidelines as established by funders, affiliates and, national and state industry standards.
- Maintain staff productivity and efficient workflows to meet the needs of our members and department goals.
- Coordinate proper schedule of counseling appointments and workshops to meet the needs of the public.
- Produce and provide required reports and program analysis to the Director of Asset Building.
- Serve as agent of LCW in homeownership industry partnerships, collaborations, and meetings.
- Conduct marketing and outreach of HOC services and recruitment of participants.



- Identify and screen guest speakers and instructors for the programs.
- Engage and connect members and foster engagement activities according to LCW Network Organizing principles.
- Attend required training and recommended professional development training.
- Any other duties as assigned by the Director and/or Senior Management.

Qualifications

- HUD Housing Counseling Certified; or must obtain certification within a reasonable timeframe after hire date
- Exceptional customer service skills
- Excellent organizational skills and ability to proactively manage multiple priorities
- Energetic work attitude
- Accurate and detailed data management and record keeping
- Analytical, results oriented, critical and independent thinker
- Excellent written and oral communication and interpersonal skills
- Teamwork and collaboration skills
- Bilingual - Fluent in Spanish and English
- Strong computer skills (MS Office Suite, Email, Web)
- Demonstrates initiative and can work independently
- Highly dependable, flexible and punctual
- Demonstrated ability to build and maintain multi-level relationships and networks – junior and senior, for-profit and nonprofit, and with diverse backgrounds
- Willingness to learn, absorb, and practice LCW's *Network-centric* approach to community-building
- Remain focused in the face of pressure, deliver against timelines, not intimidated by tasks/time limitations
- Must have transportation and able to travel occasionally
- High school diploma or equivalent; higher education certificate preferred.

This is a full-time salaried position, typically Monday – Friday 10 a.m. – 6p.m., with some evenings and Saturdays required.

Compensation and Benefits

Salary: commensurate with experience

Benefits: Health, Life, Dental, Retirement, Vacation, Personal, Sick, and other fringe benefits

Please send cover letter and resume to:

Norma Pagan
Lawrence CommunityWorks, Inc.
168 Newbury Street
Lawrence, MA 01841
978-681-3115
recruiting@lawrencecommunityworks.org