TITLE: HOUSING & CREDIT COUNSELOR/EDUCATOR

REPORTS TO: EXECUTIVE DIRECTOR

PRIMARY DUTIES: Responsible to provide one-on-one counseling, public education classes/workshops and follow up to individuals on a wide range of topics including but not limited to: budgeting, credit, debt repayment, mortgage default, rent delinquency, credit reports, general money management and bankruptcy.

ESSENTIAL FUNCTIONS:
➢ Counseling, answers to questions and problem-solving with clients: including but not limited to, budgeting, credit, debt repayment, mortgage default, rent delinquency, credit reports, general money management, bankruptcy – per HCCI counseling method
➢ Debt analysis, developing budget and payment plans
➢ Communication/negotiation with creditors
➢ Long-term client support, as needed
➢ Provide public education programs and agency presentations
➢ Assist in the development of education presentations (topic specific)
➢ Develop and sustain community contacts for the purposes of funding, marketing and client referral
➢ Record-keeping, data entry; preparation of statistics and text for periodic reports and funding applications
➢ Participate in development and continual refinement of educational materials, forms and office systems to streamline the program
➢ Assist in training of new staff members
➢ Other duties as assigned

REQUIREMENTS:
➢ College degree or equivalent experience in related areas
➢ HUD Certification within 6 months of hiring
➢ NFCC Credit Counseling Certification within 12 months of hiring
➢ Strong written and verbal communication skills
➢ Public speaking experience
➢ Ability to create electronic records while working with clients and creditors
➢ Strong mathematical skills
➢ Ability to understand complicated material and apply knowledge appropriately
➢ Excellent and consistent customer service
➢ Comfortable with assisting diverse clients of all income levels in difficult situations
➢ Ability to work effectively with credit-grantors of all kinds to achieve client and agency goals
➢ Ability to work both independently and effectively as part of a team
➢ Computer proficiency in Windows including: Word, Excel, Power Point, Outlook and Internet
➢ Strong keyboarding skills a must

HOURS: Full time: 40 hours per week, includes some evenings and weekends