



HOUSING AND CREDIT COUNSELING, INC.

Phone: 800-383-0217 • E-mail: hcci@housingandcredit.org

Web: www.housingandcredit.org

Serving Kansas since 1972

Federal Tax ID #: 48-0822466

NFCC Member #: 26005

License # CSO.0000003

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